

SERVICE PROCEDURE

23506
April, 2023

SUBJECT: SAFETY RECALL

Battery Box To Mounting Bracket Bolts on certain 2023 International® HV™ Series trucks built 04/29/2022 thru 06/30/2022 and 2023 and 2024 International® MV™ Series trucks built 02/24/2022 thru 01/04/2023 with feature code 08TTR, 08VUL, or 08VUX (Battery Box, steel, with plastic cover)

CUSTOMER LETTER

Print ready (PDF file) copy of the [Customer Letter](#)

DEFECT DESCRIPTION

The battery box to mounting bracket assembly bolts may not be present or tightened to their specified assembly torque value, which can result in battery box separation from the vehicle under certain rough road conditions. A battery box that separates from a vehicle can increase the risk of a vehicle crash that may result in property damage, personal injury, or death.

MODELS INVOLVED

This safety recall involves certain 2023 International® HV™ Series trucks built 04/29/2022 thru 06/30/2022 and 2023 and 2024 International® MV™ series trucks built 02/24/2022 thru 01/04/2023 with feature code 08TTR, 08VUL, or 08VUX (Battery Box, steel, with plastic cover).

ELIGIBILITY

This procedure applies ONLY to vehicles marked in the International® Service PortalSM with Safety Recall 23506. Also complete any other open campaigns listed on the Service Portal at this time.

PARTS INFORMATION

NOTE: Less than 5% of the total population will require one or more fasteners to be installed. Parts should be ordered using this percentage for the vehicle that is being repaired.

Part Number	Part Description	Quantity
3536430C1	Bolt, Hexagon Flange Head, M16-2 X 30	As Needed

SERVICE PROCEDURE

WARNING! To prevent personal injury and / or death, or damage to property, park vehicle on hard flat surface, turn the engine off, set the parking brake and install wheel chocks to prevent the vehicle from moving in either direction.

WARNING! To prevent personal injury and / or death, always wear safe eye protection when performing vehicle maintenance.

WARNING! To prevent personal injury and / or death, or damage to property, keep flames or sparks away from vehicle and do not smoke while servicing the vehicle's batteries. Batteries expel explosive gases.

1. Park vehicle on flat surface.
2. Shift transmission to Park or Neutral and set parking brake.
3. Turn vehicle ignition to Key OFF position.
4. Install wheel chocks.

NOTE: Battery box mounting brackets in Figure 1 illustrate the two mounting bracket design types. Only one side of each battery box assembly is shown in the images below because one is left frame mounted and the other is right frame mounted.

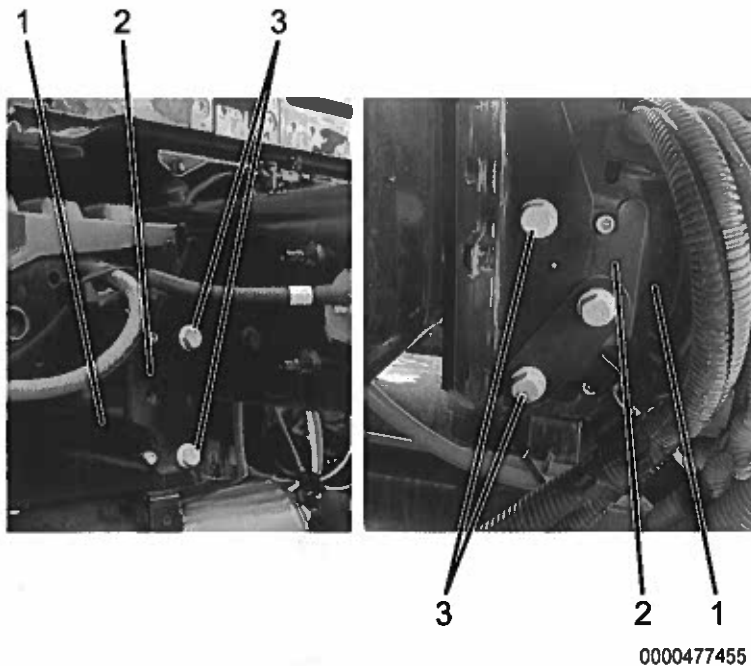


Figure 1. Battery Box Inspection

1. Battery box
 2. Battery box mounting bracket
 3. Battery box to battery box mounting bracket bolt (4)
5. Inspect both sides of battery box (Figure 1, Item 1) and identify battery box to battery box mounting bracket bolt (Figure 1, Item 3).
 - a. If one or more bolts are missing, continue with Step 6.
 - b. If all four bolts are present, proceed to Step 7.
 6. Install and hand tighten new bolts.
 7. Using a torque wrench, tighten all 4 bolts to 158.5 lb-ft (215 N·m).
 8. Remove wheel chocks.

END OF SERVICE PROCEDURE

LABOR INFORMATION

Operation Number	Description	Time
A40-23506-1	Torque All Four Bolts, Only	0.2 hrs
A40-23506-2	Install New Bolts If Necessary / Torque All Four Bolts	0.4 hrs

CAMPAIGN IDENTIFICATION LABEL

Each vehicle corrected in accordance with this campaign must be marked with a CTS-1075 Campaign Identification Label.

Complete the label and attach on a clean surface next to the vehicle identification number (VIN) plate.

DO NOT REMOVE
INTERNATIONAL
Campaign No. _____
VIN _____
Eng.# _____
COMPLETED
Service Location Code # _____
DO NOT REMOVE

ADMINISTRATIVE / DEALER RESPONSIBILITIES

WARRANTY CLAIMS

Warranty claim expense is to be charged to Warranty. Claims are to be submitted in the normal manner, making reference to Safety Recall 23506.

Section 7 of the Warranty Policy and Procedures Manual contains further information related to the submission and processing of AFC / Recall claims.

As with all claim submissions, items acquired locally must be submitted in the "Other Charges" tab. The cost of any bulk items (such as a bag of cable tie straps, roll of wire, barrel of oil, or tube of silicone) should be prorated for the cost of the individual pieces / amount used during each repair.

GROUP	NOUN	C	WARR.	TP	PAD
GROUP — Enter number	NOUN — Leave blank	C (CAUSE) — Enter either 1, 2, 3. (See below)	WARRANTY — (Warranty Code) Enter 40.	TYPE PART — Enter P for type part causing failure.	PAD — Enter 100

1. Inspected (No repair required).	
2. Inspected and repaired.	
3. Defective part from parts stock.	

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UNITED STATES AND POSSESSIONS

The National Traffic and Motor Vehicle Safety Act, as amended, provides that each vehicle that is subject to a vehicle recall campaign must be adequately repaired within a reasonable time after the owner has tendered it for repair. A failure to adequately repair within 60 days after a tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within 60 days, the owner may be entitled to replacement with an identical or reasonable equivalent vehicle at no charge, or to a refund of the purchase price less a reasonable allowance for depreciation.

Dealers must correct all vehicles subject to this campaign at no charge to the owner, regardless of mileage, age of vehicle, or ownership, from this time forward.

Dealers should proceed immediately to make necessary correction to units in inventory. All inventory vehicles subject to this recall campaign must be corrected prior to sale, transfer or delivery. If vehicles have been sold or transferred and you are in receipt of Customer Notification Letters and Authorization for Recall Service cards for those vehicles, the transfer location or customer must be notified immediately from your dealer location.

Dealers must make every effort to promptly schedule an appointment with each owner to repair his or her vehicle as soon as possible. However, consistent with the customer notification, dealers are expected to complete the repairs on the mutually agreed upon service date.

Dealers involved in the recall process will be furnished a listing of owner names and addresses to enable them to follow up with owners and have the vehicles corrected. Use of this listing must be limited to this campaign because the list may contain information obtained from state motor vehicle registration records, and the use of such motor vehicle registration data for purposes other than this campaign is a violation of law in several states.

VEHICLE RECALL 23506

CANADA

Dealers must correct all vehicles subject to this campaign at no charge to the owner, regardless of mileage, age of vehicle, or ownership, from this time forward.

Dealers should proceed immediately to make necessary correction to units in inventory. All inventory vehicles subject to this recall campaign must be corrected prior to sale, transfer or delivery. If vehicles have been sold or transferred and you are in receipt of Customer Notification Letters and Authorization for Recall Service cards for those vehicles, the transfer location or customer must be notified immediately from your dealer location.

Dealers must make every effort to promptly schedule an appointment with each owner to repair his or her vehicle as soon as possible. However, consistent with the customer notification, dealers are expected to complete the repairs on the mutually agreed upon service date.

Dealers involved in the recall process will be furnished a listing of owner names and addresses to enable them to follow up with owners and have the vehicles corrected. Use of this listing must be limited to this campaign because the list may contain information obtained from state motor vehicle registration records, and the use of such motor vehicle registration data for purposes other than this campaign is a violation of law in several states.

EXPORT

Export Distributors should proceed immediately to make necessary correction to units in inventory. All inventory vehicles subject to this recall campaign must be corrected prior to sale, transfer or delivery. If vehicles have been sold or transferred and you are in receipt of Customer Notification Letters and Authorization for Recall Service cards for those vehicles, the transfer location or customer must be notified immediately from your distributor location.

Export Distributors are to submit warranty claims in the usual manner making reference to this recall number.

Export Distributors are expected to provide full cooperation and follow-up with respect to this important subject matter. If you have any questions or need further assistance, please contact the Regional Service Manager at your regional office.

NAVISTAR, INC.