

SERVICE PROCEDURE

ON ISIS

NOV 14 2023

Compliance Dept

23507R3

November, 2023

SUBJECT: SAFETY RECALL

Grille surround on certain 2020 thru 2024 International® HX® Series trucks built 03/13/2019 thru 02/28/2023

CUSTOMER LETTER

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

REVISION STATEMENT

Parts and Service procedure have been updated to begin replacing grille surrounds on HX615 and HX620 series trucks.

DEFECT DESCRIPTION

Over time, the grille surround may come loose from the eight mounting brackets that secure it to the hood. This may cause the grille surround to separate from the truck. A grille surround that separates from the truck and falls to the roadway while the vehicle is in operation can increase the risk of a vehicle crash that may result in property damage, personal injury, or death.

MODELS INVOLVED

NOTE: For HX615 and the HX620 vehicles, a new grille surround is available at this time.

NOTE: For HX520 vehicles, a new grille surround is NOT available at this time. When a new grille surround is available, this document will be updated, and customers will be notified. Until that time, if the grille surround on an HX520 is found loose at the time of write-up, the interim repair should be completed. There are no inspection-only claims.

This safety recall involves certain 2020 thru 2024 International® HX® Series trucks built 03/13/2019 thru 02/28/2023.

ELIGIBILITY

This procedure applies ONLY to vehicles marked in the International® Service PortalSM with Safety Recall 23507. Also complete any other open campaigns listed on the Service Portal at this time.

SPECIAL TOOLS FOR HX520 ONLY

| Tool | Description | Part Number |
|--------------------------------|--|-------------|
| Rivet Gun | Rivet Gun with mandrel for 3/16-inch diameter rivets (manual or pneumatic) | N/A |
| #11 Drill Bit | Drill Bit | N/A |
| Black Permanent Marker | Black Permanent Marker | N/A |
| Pneumatic Grinder | Pneumatic Grinder | N/A |
| Pneumatic Rotary Sanding Wheel | Pneumatic Rotary Sanding Wheel | N/A |

PARTS INFORMATION

CAUTION! To prevent damage to property, the rivets specified for this repair must be used and NOT substituted with any other type. These rivets are available from the sources listed in the table below.

| HX615 / HX620 Parts Table | | |
|---------------------------|-------------------------------|----------|
| Part Number | Part Description | Quantity |
| 8900370R91 | Grille Surround HX615 / HX620 | 1 |

| HX520 Parts Table | | |
|---|--|--------------|
| Part Number | Parts Description | Quantity |
| Fastenal P/N: 0126282 Grainger P/N: 3ZKT1 McMaster-Carr P/N: 97525A490 | Rivet: 3/16-in Dia. Stainless Steel w/0.125-in–0.25-in Grip Range | 28 |
| NPN / Source Locally | Heavy Double-Sided Tape | 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.

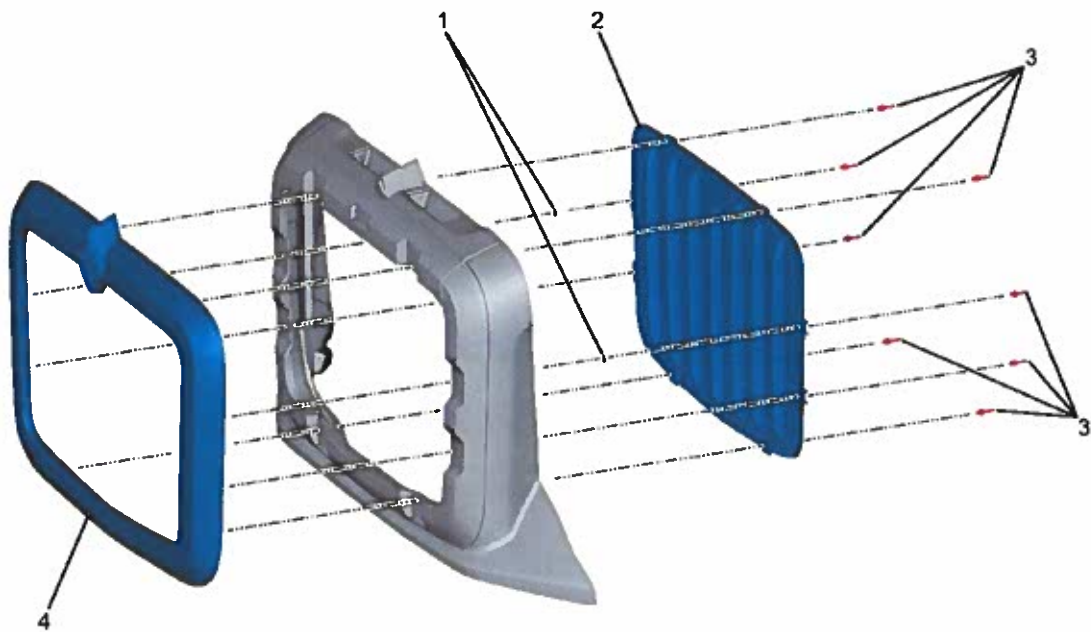
WARNING! To prevent personal injury and / or death, or damage to property, allow engine / vehicle components to cool before servicing.

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.

Instructions to Replace Grille Surround on HX615 and HX620 Series Trucks

5. Unlatch and open hood.



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Figure 1. HX615 and HX620 Models Grille Surround Removal

1. M8 palnut (2)
 2. Grille assembly
 3. M8 Keps nut (8)
 4. Grille surround
6. Remove eight M8 Keps nuts (Figure 1, Item 3) from the back of grille surround (Figure 1, Item 4). Save M8 Keps nuts for reuse.
 7. Remove grille assembly (Figure 1, Item 2) from truck by pushing inward and rotating 90 degrees to remove it through hood opening.
 8. Remove two M8 palnuts (Figure 1, Item 1) from stud by rotating them counterclockwise. Save M8 palnuts for reuse.
 9. Remove and discard grille surround (Figure 1, Item 4).
 10. With hood in open position, position new grille surround (Figure 1, Item 4) into place on hood and install two M8 palnuts (Figure 1, Item 1).
 11. Install grille assembly (Figure 1, Item 2) inserting it through hood front opening, rotate grille 90 degrees, and position into place.
 12. Install eight M8 Keps nuts. Tighten nuts to 5.3 – 6.6 lb-ft (7.2 – 9.0 N·m).
 13. Close and latch hood.

14. Remove wheel chocks.

Instructions for Grille Surround interim repair for HX520 Series Trucks

NOTE: ONLY grille surrounds found loose shall receive the interim repair. There should be no inspection-only claims so that the recall stays open should the grille surround become loose prior to final remedy.

15. Before assigning a technician to this recall, check the grille surround to verify it requires the interim repair. Using hand force, pull the grille surround away from the hood to see if one or more brackets have de-bonded from the grille surround.
 - a. If one or more areas of the grille surround moves, assign a technician and have them proceed to Step 16.
 - b. If the grille surround does not move, then no repair is required at this time. Proceed to Step 28.

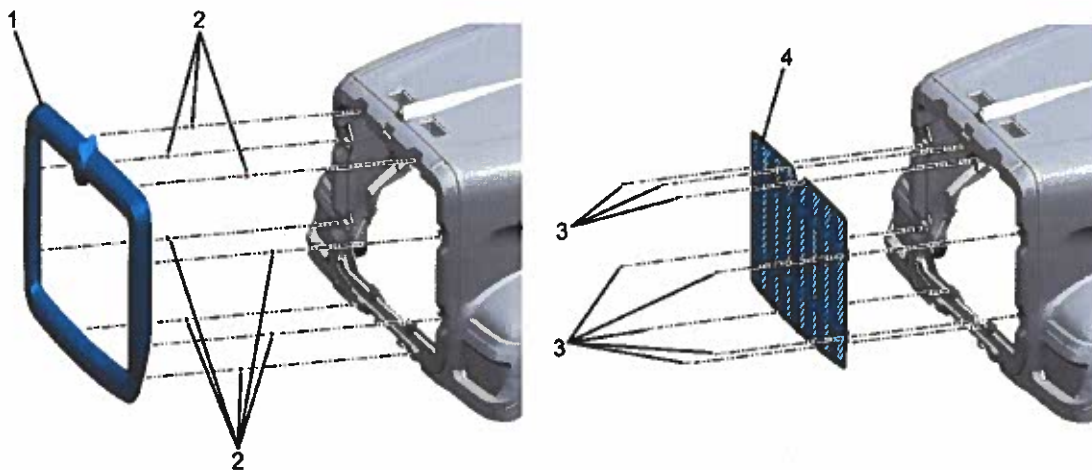


Figure 2. HX520 Model Grille Surround Removal

1. Grille surround
2. M8 prevailing torque nut (8)
3. M8 Torx® bolts (8)
4. Grille assembly

NOTE: The eight M8 Torx® bolts must be returned to their original positions when grille assembly is installed. (M8 Torx® bolts are different in length.)

16. With hood closed, remove eight M8 Torx® bolts (Figure 2, Item 3) from center of grille assembly (Figure 2, Item 4). Save Torx® bolts for reuse.

17. Remove grille assembly (Figure 2, Item 4) and safely set aside.
18. Remove eight M8 prevailing torque nuts (Figure 2, Item 2) from back of grille surround (Figure 2, Item 1). Save nuts for reuse.
19. Remove grille surround (Figure 2, Item 1) from hood and place face down on a clean, protected workbench.

NOTE: All support brackets must be repaired whether they are still attached, loose on one pad and not fully detached, or fully detached.

20. Determine condition of support bracket mounting.
21. For each support bracket that is loose on one pad but not fully detached, perform the following:
 - a. Press the loose pad back down to the original location on the back side of the grille surround.
 - b. Using heavy double-sided tape or a clamp, hold support bracket in place on grille surround for drilling and riveting.
22. For each support bracket that is fully detached from the grille surround, perform the following:
 - a. Using pneumatic grinder with rotary sanding wheel, clean rust and / or corrosion from both the grille surround and the mounting surface of the support brackets.
 - b. Apply a 2-inch strip of heavy double-sided tape to each pad of the mounting brackets.
 - c. Install the detached mounting brackets into their correct location on the hood.
 - i. For HX520 Series trucks, install eight M8 prevailing torque nuts to hold the mounting brackets in place. Install M8 prevailing torque nuts to hold each separated mounting bracket to keep it in place.
 - d. Once all brackets are installed and secured, install grille surround onto the hood.
 - e. Apply hand pressure at each location of grille surround. Use the palm of one hand on the grille surround and the fingers of your other hand on the back side of bracket.

- f. Once pressure has been applied to each location, remove nuts installed in Step 22. c. i, and remove grille surround.
- 23. Drill 28 #11 diameter holes from back side.
 - a. Refer to Figure 2 for HX520 Series trucks.
- 24. Once all holes have been drilled, turn grille surround over, deburr each hole taking care not to increase the diameter, and install rivets from front side in all 28 locations.
- 25. Once all rivets have been installed, inspect each rivet for correct installation.
- 26. With hood in closed position, install grille surround (Figure 2, Item 1) and position on hood and install eight prevailing torque nuts (Figure 2, Item 2).
- 27. Position grille assembly (Figure 2, Item 4) into place and install eight M8 Torx[®] bolts (Figure 2, Item 3).
- 28. Remove wheel chocks.

END OF SERVICE PROCEDURE

LABOR INFORMATION

| HX615 / HX620 | | |
|-------------------------|-------------------------|-------------|
| Operation Number | Description | Time |
| A40-23507-6 | Replace Grille Surround | 0.5 hrs |

| HX520 | | |
|-------------------------|---|-------------|
| Operation Number | Description | Time |
| A40-23507-1 | R&R Grille Surround, Drill & Install Rivets | 0.8 hrs |
| A40-23507-2 | Reattach One or Two Brackets | 0.9 hrs |
| A40-23507-3 | Reattach Three or Four Brackets | 1.0 hrs |
| A40-23507-4 | Reattach Five Brackets | 1.1 hrs |
| A40-23507-5 | Reattach Six Brackets | 1.2 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 23507.

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) | | | ← | | | |
| <ul style="list-style-type: none"> 1. Inspected (No repair required). 2. Inspected and repaired 3. Defective part from parts stock. | | | | | | |
| WARRANTY — (Warranty Code) Enter 40 | | | | ← | | |
| TYPE PART — Enter P for type part causing failure. | | | | | ← | |
| PAD — Enter 100 | | | | | | ← |

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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. Federal law prohibits a dealer from delivering under a sale or lease, a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by the notification of a recall until the defect or noncompliance is remedied.

.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.

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.