

SERVICE PROCEDURE

25505
June, 2025

SUBJECT: SAFETY RECALL
Wiper linkage on certain 2025 and 2026 International® eMV™ Series trucks built 11/13/2024 thru 2/25/2025, 2025 and 2026 HV™ Series trucks built 11/11/2024 thru 4/9/2025, 2025 and 2026 RH™ Series trucks built 11/11/2024 thru 3/28/2025, and 2025 and 2026 HX®, LT® and MV™ Series trucks built 11/11/2024 thru 4/8/2025.

CUSTOMER LETTER

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

DEFECT DESCRIPTION

The linkage that connects the right-side wiper arm to the motor separates at the motor. An inoperative right-side windshield wiper may reduce visibility in certain driving conditions, which may increase the risk of a crash.

MODELS INVOLVED

This safety recall involves certain 2025 and 2026 International® eMV™ Series trucks built 11/13/2024 thru 2/25/2025, 2025 and 2026 HV™ Series trucks built 11/11/2024 thru 4/9/2025, 2025 and 2026 RH™ Series trucks built 11/11/2024 thru 3/28/2025, and 2025 and 2026 HX®, LT® and MV™ Series trucks built 11/11/2024 thru 4/8/2025.

ELIGIBILITY

This procedure applies ONLY to vehicles marked in the International® Service PortalSM with Safety Recall **25505**. Also complete any other open campaigns listed on the Service Portal at this time.

PARTS INFORMATION

| Part Number | Part Description | Quantity |
|--------------------|-------------------------|-----------------|
| 8900386R91 | Wiper Connecting Arms | 1 |

Table 1 Part Information

NOTE: The following tools were shipped automatically the month of May 2025 to all primary and secondary Heavy Duty and Medium Duty dealers in the U.S. and Canada. An additional tool can be purchased through the Tools Catalog, if desired.

TOOL INFORMATION

| Tool Number | Tool Description | Quantity |
|--------------------|-------------------------------|-----------------|
| MA25T001 | Wiper Connecting Arm Tool Kit | 1 |

Table 2 Tool Information

MA25T001 kit contains the following:

| Part Number | Part Description | Quantity |
|--------------------|-------------------------|-----------------|
| MA25T001A | Pliers | 1 |
| MA25T001A1 | Square Delrin Insert | 1 |
| MA25T001A2 | Circular Delrin Insert | 1 |
| MA25T001B | Fork Tool | 1 |
| MA25T001C | Verification Gauge | 1 |

Table 3 Tool Information

SERVICE PROCEDURE

GOVERNMENT REGULATION: Engine fluid (oil, fuel, and coolant) may be a hazard to human health and the environment. Handle all fluid and other contaminated materials (such as filters and rags) in accordance with applicable regulations. Recycle or dispose of engine fluids, filters, and other contaminated materials according to applicable regulations.

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.

WARNING! To prevent personal injury and / or death, or damage to property, NEVER service a high-voltage vehicle without completing High-Voltage Safety training. Before working on vehicle, read and obey High-Voltage Safety, and Lock-Out Tag-Out safety procedures and information.

WARNING! To prevent personal injury and / or death, wear and use approved high-voltage Personal Protective Equipment (PPE) when near a high-voltage electric vehicle. Inspect PPE before use. Do not use gloves or other PPE with expired dates, holes, cracks, or damage. NEVER touch energized ORANGE high-voltage cables or high-voltage components without wearing approved high voltage PPE.

WARNING! To prevent personal injury and / or death, or damage to property, read all information in the Safety Information and High-Voltage Safety sections of the service manual.

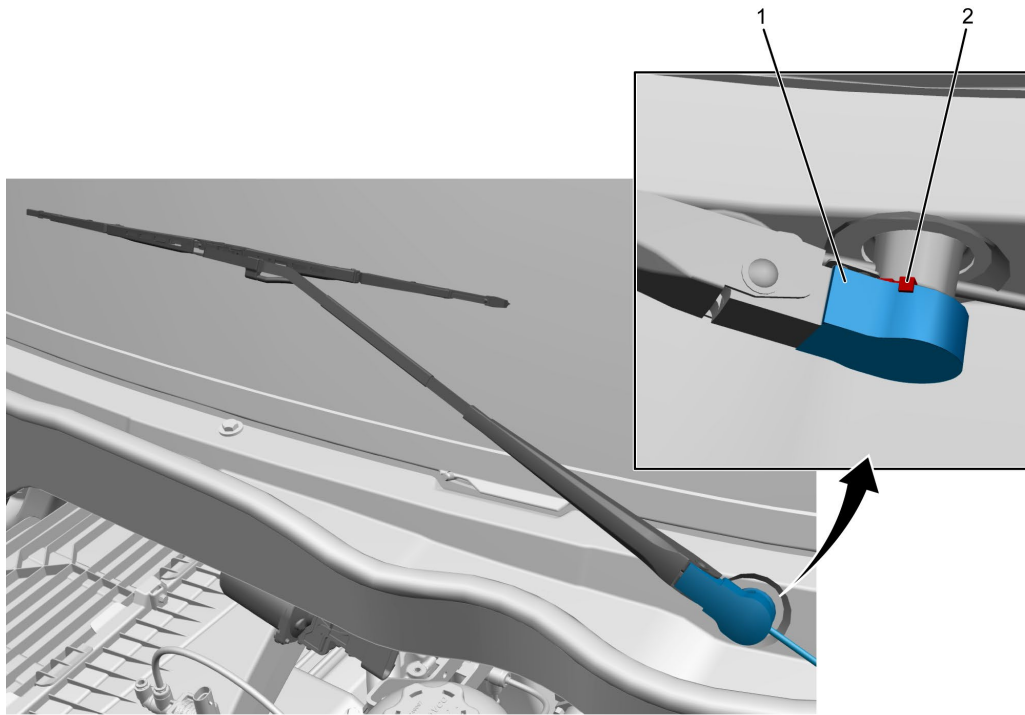
CAUTION! To prevent damage to property or vehicle components, NEVER use an impact wrench when performing this procedure.

CAUTION! To prevent damage to property, do not attempt to grasp the wiper blades or arms while they are in motion. Attempting to stop the arms or blades in motion may result in component damage. If blades are frozen to the windshield, thaw them before attempting to operate.

CAUTION! To prevent damage to property or vehicle components, NEVER substitute the use of special / essential tools when performing this procedure.

NOTE: Images displayed in this procedure may have components removed or angled for clarity.

1. Bring vehicle into shop and park on flat surface.
2. Shift drive mode selector to Park (P) or Neutral (N) and set parking brakes.
3. Ensure windshield wiper control is switched OFF and wiper arms are in the parked position.
4. Turn vehicle ignition to Key OFF.
5. Install wheel chocks.
6. For Battery Electric Vehicles (BEV), turn the 12V and High-Voltage disconnect switches to the OFF position.
7. Unlatch and open hood.
8. If equipped, remove inner fender shields (both sides).



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Figure 1. Windshield Wiper Arm

1. Head
2. Hinge rivet / removable key

NOTE: The hinge rivet / removable key (Figure 1, Item 2) is attached between the head (Figure 1, Item 1) of the windshield wiper arm and the pivot shaft. Removing the windshield wiper arm may dislodge the removable key.

9. Remove wiper arm assemblies and save parts for reuse.
10. If equipped with underhood side-mounted air cleaner, remove the airbox assembly and save for reuse.
11. Disconnect the washer fluid hose.
12. Remove the cowl tray lid fasteners and save for reuse.
13. Remove the cowl tray lid by lifting upward, and over the antenna and mast, if equipped.

NOTE: Inspect tools in Wiper Connecting Arm Tool Kit for damage or missing components. If found, a new Wiper Connecting Arm Tool Kit will need to be ordered before proceeding with the repair.

14. Accessing through driver-side, locate center pivot of windshield wiper linkage.



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Figure 2. Linkage Center Pivot Passenger-Side

1. Plier legs
 2. Fork
 3. Center pivot—passenger-side connecting arm
15. Using the plier legs (Figure 2, Item 1), support the lower connecting arm while aligning the slotted side of the fork (Figure 2, Item 2) between the center pivot—passenger-side connecting arm (Figure 2, Item 3).
 16. Press fork (Figure 2, Item 2) to disengage connecting arm from arm socket.
 17. Remove large-opening seal and discard.



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Figure 4. Connecting Arm Pivot—Driver—Side

1. Fork
2. Connecting arm

21. Position the fork (Figure 4, Item 1) tool between end of the driver-side connecting arm (Figure 4, Item 2) and pivot body lever. Press fork to disengage connecting arm from pivot body lever.
22. Discard removed connecting arm.
23. With linkage disconnected, inspect the seal near the ball stud for signs of damage caused by the tool. Replace with new if the seal is damaged.



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Figure 5. Connecting Arm Pivot—Passenger-Side

1. Fork
 2. Connecting arm
24. Position the fork (Figure 5, Item 1) tool between end of the passenger-side connecting arm (Figure 5, Item 2) and pivot body lever. Press fork to disengage connecting arm from pivot body lever.
 25. Discard removed connecting arm.
 26. With linkage disconnected, inspect the seal near the ball stud for signs of damage caused by the tool. Replace with new if the seal is damaged.



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Figure 6. Connecting Arm Identification

1. Passenger-side connecting (longer) arm
2. Driver-side connecting (shorter) arm

27. If necessary, identify and record each connecting arm (Figure 6, Items 1 & 2).

NOTE: Connecting arms are shipped greased with the correct amount already applied.

28. Remove plastic bags from each end of the connecting arm.



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Figure 7. Connecting Arm Seals

1. Large-opening seal (required)
2. Small-opening seal (if required)

29. Identify the replacement connecting arm seals (Figure 7, Items 1 and 2).



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Figure 8. Black Delrin Insert Installation

NOTE: The BLACK Delrin insert is equipped with a channel to hold the insert in place. The lower portion of the insert is marked with a YELLOW mark. To install, align and position the Delrin insert into the lower jaw of the pliers and slide it into place.

30. Insert the BLACK Delrin insert into lower jaw of pliers (Figure 8). Ensure the Delrin insert is fully seated.



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Figure 9. Passenger-Side Connecting Arm

1. Black Delrin insert

NOTE: Only install the connecting arm at the pivot body lever at this time.

31. Using pliers with BLACK Delrin insert (Figure 9, Item 1), position large cavity of pliers over connecting arm ball stud and rear of pivot body lever. Compress pliers until the ring snaps onto the inner ball stud.
32. Repeat Step 31 for driver-side connecting arm.
33. Remove BLACK Delrin insert from tool and save for reuse.

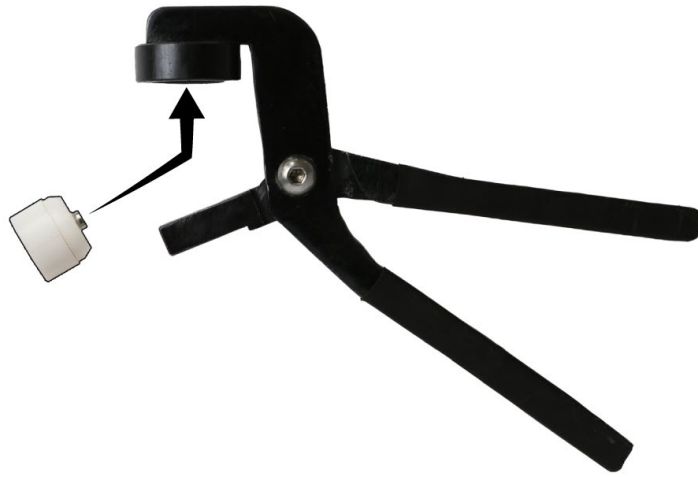


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Figure 10. Driver-Side Connecting Arm to Center Pivot

1. Driver-side connecting arm

34. Align driver-side connecting arm (Figure 10, Item 1) to linkage center pivot double ball stud.



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Figure 11. White Delrin Insert

NOTE: The WHITE Delrin insert is equipped with a magnet to hold the insert in place. To install, align and position the Delrin insert into the large cavity of the pliers with the magnet facing upward (Figure 11).



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Figure 12. Driver-Side Connecting Arm to Center Pivot

35. Using pliers with WHITE Delrin insert (Figure 12) positioned over ball stud and back of connecting arm, compress pliers until the ring snaps onto the ball stud.



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Figure 13. Passenger-Side Connecting Arm to Center Pivot

1. Passenger-side connecting arm
2. Large-opening seal

36. Remove the WHITE Delrin insert from large cavity of pliers. Save for reuse.
37. Position kit-supplied large-opening seal over ball stud, then align passenger-side connecting arm (Figure 13, Item 1) to linkage center pivot double ball stud.



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Figure 14. Connecting Arm to Center Pivot

38. Using pliers, position large cavity over ball stud and back of connecting arm (Figure 14). Compress pliers until the ring snaps onto ball stud.

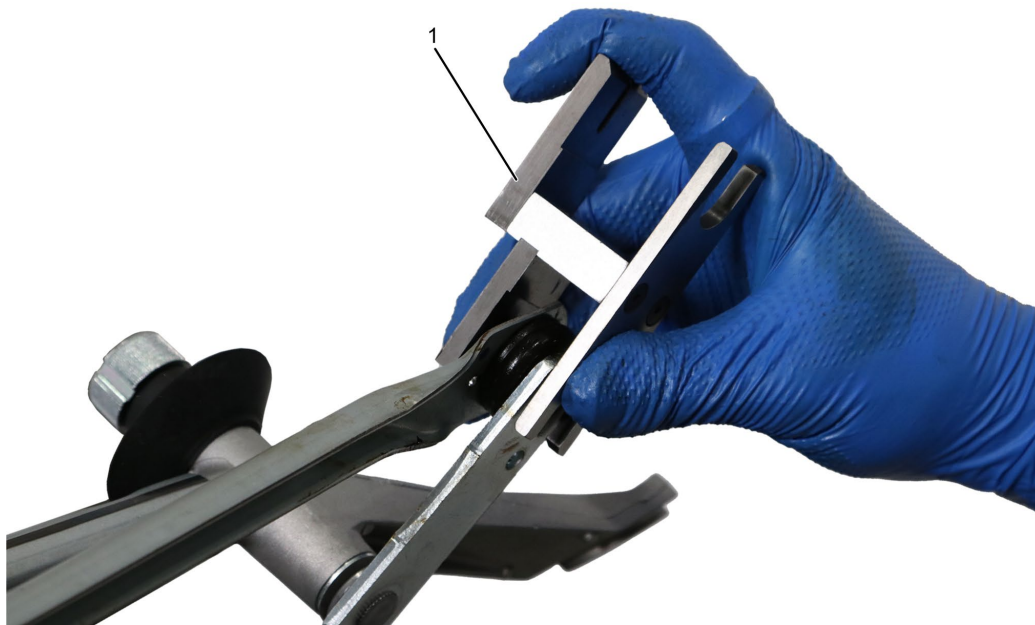


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Figure 15. Verification Gauge—Center Pivot

1. Gauge

39. Check center pivot area using larger portion of verification gauge (Figure 15, Item 1). Gauge must not bind and should move freely.



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Figure 16. Verification Gauge—End Pivot

1. Gauge

40. Check end pivot area using smaller portion of verification gauge (Figure 16, Item 1). Gauge must not bind and should move freely.
41. Reinstall cowl tray lid with bolts retained during disassembly.
42. Reconnect the washer fluid hose.
43. Reinstall wiper arm assemblies retained during disassembly.
44. If equipped with underhood side-mounted air cleaner, reinstall the airbox assembly.
45. If required, reinstall inner fender shields (both sides).
46. Close and latch hood.
47. For BEVs, turn the High-Voltage and 12V disconnect switches to the ON position.
48. Verify proper operation by starting the vehicle, turning the windshield wiper on, and applying fluid for at least 2 minutes.
49. Remove wheel chocks.

END OF SERVICE PROCEDURE

LABOR INFORMATION

| Operation Number | Description | Time |
|------------------|--|---------|
| A40-25505-1 | Replace Linkage Arms – All Models Except RH | 0.5 hrs |
| A40-25505-2 | Replace Linkage Arms – RH Models | 0.7 hrs |
| A40-25505-3 | Vehicles Equipped with Underhood Side-Mounted Air Cleaners | 0.3 hrs |
| A40-25505-4 | High Voltage and 12V Disconnect Operation | 0.2 hrs |

Table 4 Labor Information

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.



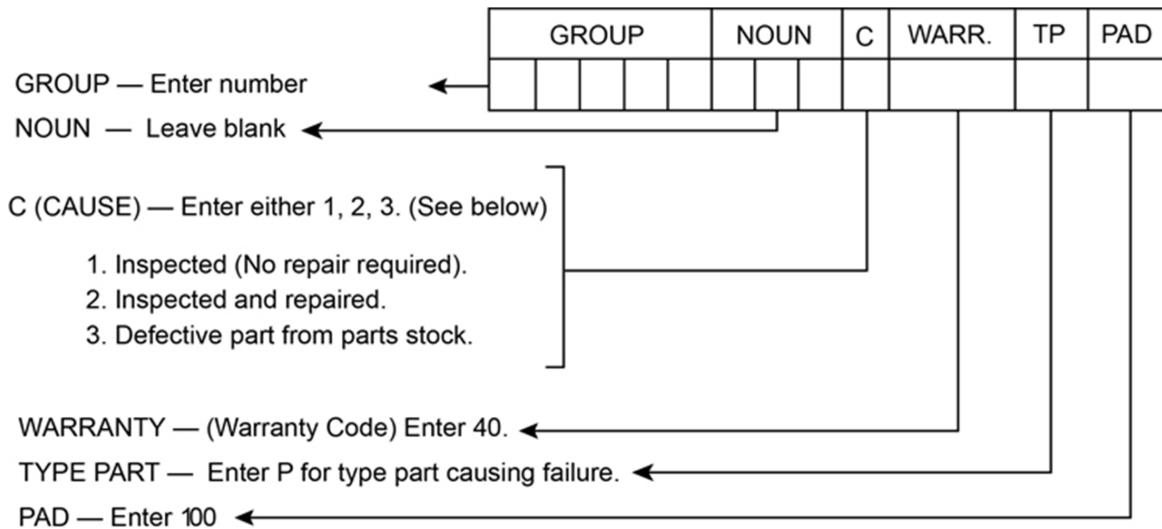
ADMINISTRATIVE / DEALER RESPONSIBILITIES

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 25505.

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.



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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.

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.

International Motors, LLC*
***International Motors, LLC d/b/a International Motors USA LLC in Illinois
and Ohio.**