Field Service Campaign

NAVISTAR®

15109

Date: SEPTEMBER 17, 2015

Subject File: ENGINE

Subject: Rear Engine Mount Bolts

Model: CE S Bus

DESCRIPTION

The rear engine mount bolts may not be tightened to their specified torque.

ELIGIBILITY

This procedure applies ONLY to vehicles marked in the International® Service Portal℠ with FSC 15109. Also complete any other open campaigns listed on the Service Portal at this time.

PARTS INFORMATION

There are no parts required for this campaign.

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PROCEDURE

WARNING: To prevent property damage, personal injury and / or death, shift transmission to park or neutral, set parking brake, and install wheel chocks before performing diagnostic or service procedures.

WARNING: To prevent property damage, personal injury, and / or death, remove the ground cable from the negative terminal of the batteries before disconnecting any electrical components. Always connect the ground cable last.

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

WARNING: To prevent personal injury or death, allow engine to cool prior to performing service.

WARNING: To prevent personal injury and / or death, do not let engine fluids stay on your skin. Clean skin and nails using hand cleaner and wash with soap and water. Wash or dispose of clothing and rags contaminated with engine fluids.

1. Bring vehicle into shop and park on flat surface.
2. Shift transmission to Park or Neutral, and set parking brake.
3. Install wheel chocks.



Figure 1. Driver-Side Engine Mount Bolt.

1. Bolt

NOTE: Graphics depicted in this document are driver-side shown with body removed. Passenger-side typical unless noted.

NOTE: Cummins® engine depicted in graphic, all other engines typical.

4. Access rear engine mount bolt (Figure 1, Item 1).

NOTE: The following step requires a backup wrench to secure fastener during tightening procedure.

5. Using torque wrench, tighten rear engine mount fastener assembly to 217 - 240 lb-ft (294 - 325 N•m).

6. Repeat Steps 4 and 5 for opposite side.

7. Remove wheel chocks.

LABOR INFORMATION

Operation number must appear on all claims.

Table 1. Labor Information

Operation No.	Description	Time
A40-15109-1	Tighten Engine Mount Bolt; Two Only	0.3 hr

WARRANTY CLAIMS

Warranty claim expense is to be charged to Warranty. Claims are to be submitted in the normal manner, making reference to Field Service Campaign 15109.

It is important that the coding be completed properly to assist in processing the warranty claim. Complete instructions will be found in the Warranty Policy Manual, Section 7.1.8.

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.

To make sure this important improvement is made in a timely manner, all claims for 15109 activity must be submitted by 17 September 2016 or within the normal warranty period for the component, if after 17 September 2016.

