

# ***SERVICE PROCEDURE***

17503  
May, 2017

**SUBJECT:**    **SAFETY RECALL  
HEATER BOOSTER PUMP HARNESS** on certain CE school bus models built 11 May 2015 thru 20 March 2017 with feature codes 48PNW (Plastic Booster Pump), 49WXD (17k Webasto Heater), and 49MTB (Webasto Smart Temp Timer, Right of Driver).

## **DEFECT DESCRIPTION**

The circuit that provides electrical power to the heater booster pump may have been terminated in an unfused cavity of the power distribution center, resulting in no circuit protection. Certain types of electrical component failures within the unfused circuit may cause a vehicle fire, resulting in property damage or personal injury.

## **MODELS INVOLVED**

This safety recall involves certain CE school bus models built 11 May 2015 through 20 March 2017 with feature codes 48PNW (Plastic Booster Pump), 49WXD (17k Webasto Heater), and 49MTB (Webasto Smart Temp Timer, Right of Driver).

## **ELIGIBILITY**

This procedure applies ONLY to vehicles marked in the International® Service Portal<sup>SM</sup> with Safety Recall 17503. Also complete any other open campaigns listed on the Service Portal at this time.

## **PARTS INFORMATION**

<b>Part Number</b>	<b>Part Description</b>	<b>Quantity</b>
3573312C1	Terminal, Cable 280 Series Female	1
Obtain Locally	Heat Shrink	As Required

## SERVICE PROCEDURE

**WARNING!** To prevent property damage, personal injury, and / or death, 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.

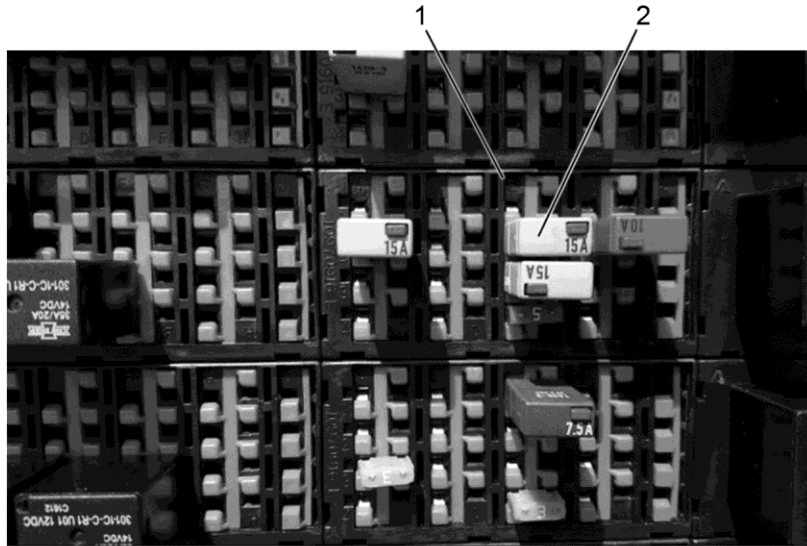
**WARNING!** To prevent personal injury and / or death, always wear safe eye protection when performing vehicle maintenance.

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

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

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

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.
5. Unlatch and open battery compartment.
6. Disconnect ground cable from negative terminal of main vehicle battery.
7. Open Electrical Access Panel located on the vehicle's exterior, below driver-side window.

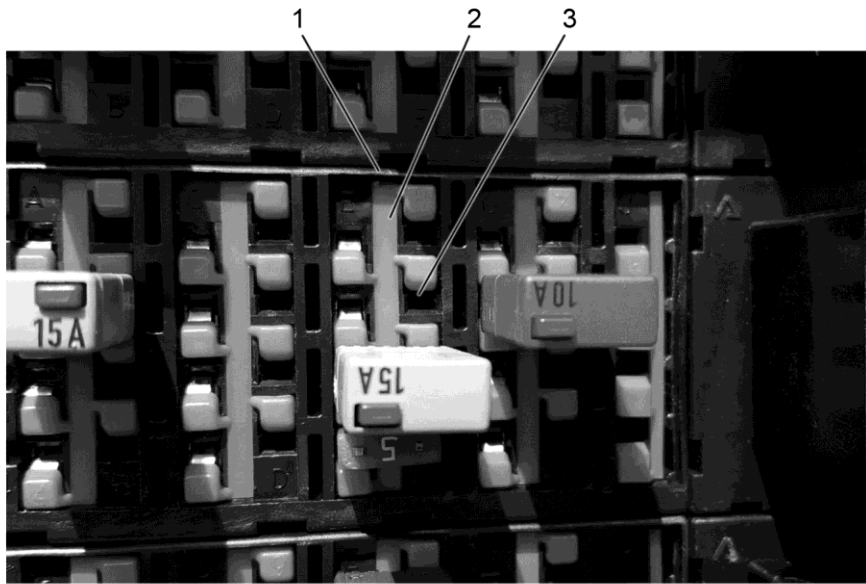


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**Figure 1. Body Fuse / Circuit Breaker Panel**

1. Block 10303
2. 15A fuse / circuit breaker F29

8. Locate block 10303 (Figure 1, Item 1) and remove 15A fuse / circuit breaker F29 (Figure 1, Item 2).



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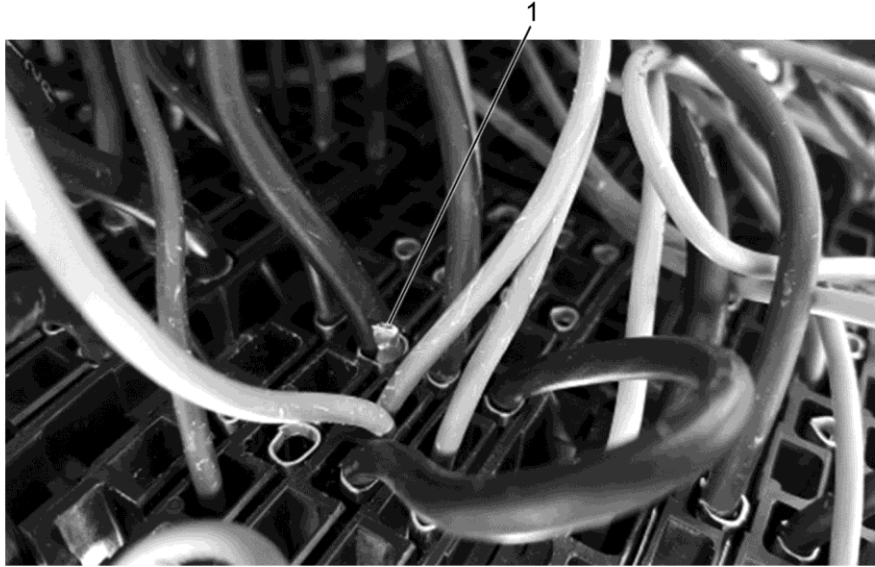
**Figure 2. Body Fuse / Circuit Breaker Panel, with 15A Fuse Removed**

1. Block 10303
2. Terminal lock
3. Cavity F2

9. Verify Cavity F2 (Figure 2, Item 3) is unpopulated.
10. Document locations of remaining fuses and circuit breakers in block 10303 (Figure 2, Item 1). Remove remaining block 10303 fuses and circuit breakers.
11. Disengage and remove terminal lock (Figure 2, Item 2) from block 10303 (Figure 2, Item 1).

**NOTE: It will not be possible to fully rotate the electrical panel.**

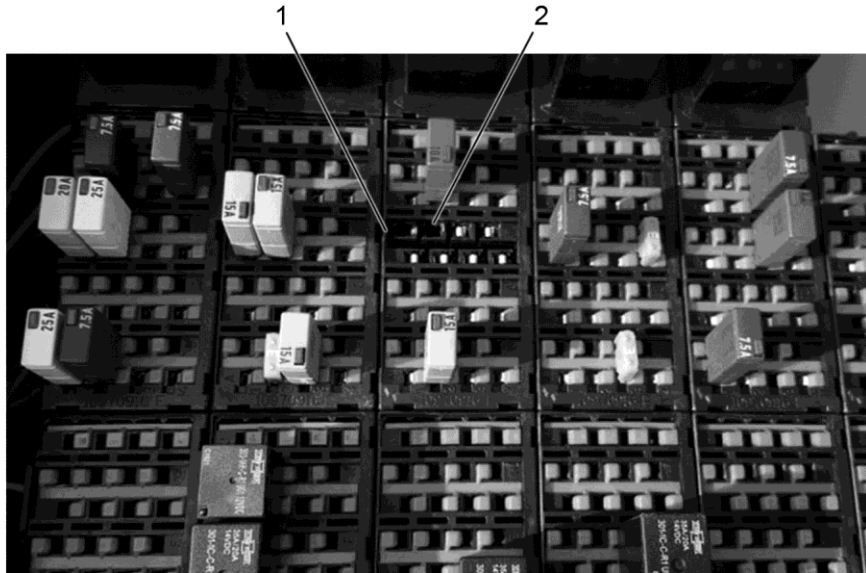
12. Remove electrical panel and rotate to view rear side.



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**Figure 3. Body Fuse / Circuit Breaker Panel (Back)**

1. Green wire D-74
  
13. Cut GREEN wire labeled D-74 (Figure 3, Item 1) close to terminal UX74.
14. Position heat shrink tubing over wire end that is still connected to fuse block and shrink tubing.
15. Terminate GREEN wire D-74 with 280 Series Female Cable Terminal.
16. Rotate panel to view front.



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**Figure 4. Body Fuse / Circuit Breaker Panel, with Block 10303 Empty**

1. Block 10303
  2. Cavity F2
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17. Insert newly terminated wire into Cavity F2 (Figure 4, Item 2) in block 10303 (Figure 4, Item 1).
  18. Install electrical panel, install terminal lock, and install all fuses and circuit breakers in correct locations.
  19. Reconnect vehicle ground to main battery and close battery box compartment.
  20. Unlatch and open hood.



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### Figure 5. Engine Compartment

1. Booster pump harness

21. If the booster pump harness (Figure 5, Item 1) was previously disconnected, connect booster pump harness.
22. Turn vehicle ignition to Key ON position.
23. Activate timer to start Heater Booster Pump and Webasto heater.

**NOTE: If the Booster Pump requires replacement, the parts and labor must be filed on a separate claim section.**

24. Using an ammeter, measure the booster pump amperage draw.
  - a. If measurement is 4.8 Amps with engine off and 5.5 Amps with engine running, pump is operating to spec. Proceed to Step 25.
  - b. If measurement exceeds 6 Amps, there is something wrong with the pump motor. Replace Booster Pump.
25. Deactivate timer for Heater Booster Pump and Webasto heater.

- 26. Turn vehicle ignition to Key OFF position.
- 27. Close and latch hood.
- 28. Remove wheel chocks.

## **END OF SERVICE PROCEDURE**

### **LABOR INFORMATION**

<b>Operation Number</b>	<b>Description</b>	<b>Time</b>
A40-17503-1	Relocate Booster Pump Circuit	0.4 hr

### **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.



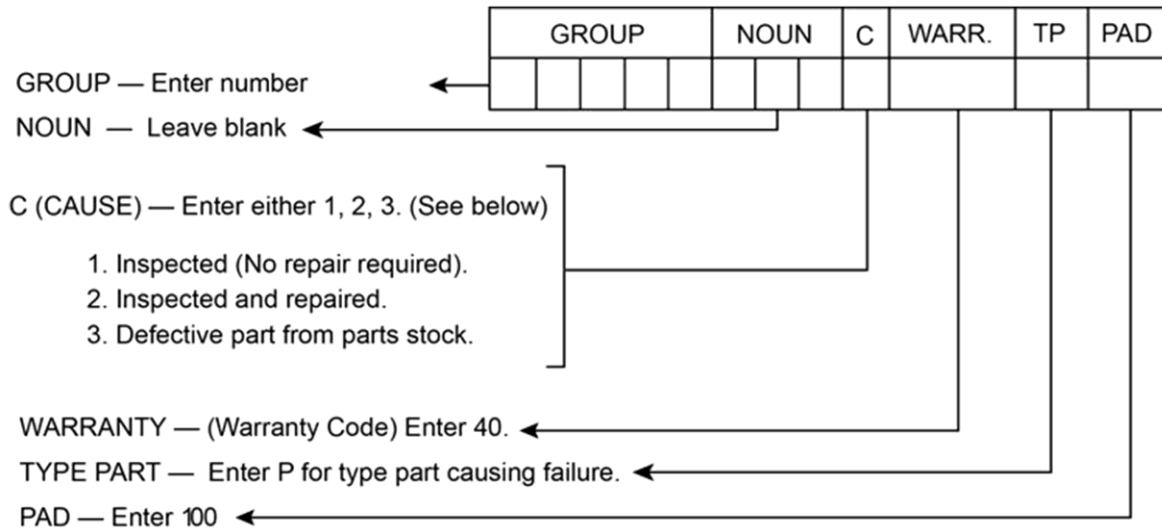
# ADMINISTRATIVE / DEALER RESPONSIBILITIES

## 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 17503.

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.

**NAVISTAR, INC.**