



FIELD SERVICE CAMPAIGN – 17115

15 September 2017

SUBJECT:

Window Post Cap / Trim Replacement

MODELS INVOLVED:

CE Bus

DEFECT DESCRIPTION:

Certain CE Buses may have been built with pre-production window caps / trim.

ELIGIBILITY:

This procedure applies ONLY to vehicles marked in the International® Service PortalSM with FSC 17115. Also complete any other open campaigns listed on the Service Portal at this time.

TOOLS REQUIRED:

No special tools required.

PARTS REQUIRED:

Part Number	Description	Quantity
3776968C2	CAP, BUS BODY, INTERIOR DRIVER HALF	1
3776757C1	FULL CAP	AS NEEDED
3776967C1	HALF CAP	AS NEEDED

Table 1 Parts Information

WORK INSTRUCTIONS

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 both directions.

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

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.

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



Figure 1. Window Cap Screws

1. Cap screw (4)

4. Remove four screws (Figure 1, Item 1), set aside for reuse, do not discard.
5. Remove and discard interior post cap.

NOTE: Cap should be flush with top of window.

6. Position new interior post cap. Using torque wrench, install four previously removed screws and tighten to 11 - 15 lb-ft (15 - 20 N·m).

7. Repeat Steps 4 through 6 until all post caps have been replaced.
8. Remove wheel chocks.

END OF SERVICE PROCEDURE

LABOR INFORMATION

Operation number must appear on all claims.

Operation Number	Description	Time
A40-17115-1	Replacement of the First Cap	0.3 hr
A40-17115-2	Replacement of Each Additional Cap	0.1 hr

Table 2 Labor Information

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 17115.

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.

To make sure this important improvement is made in a timely manner, all claims for 17115 activity must be submitted by 15 September 2018 or within the normal warranty period for the component, if after 15 September 2018.

GROUP	NOUN	C	WARR.	TP	PAD

GROUP — Enter number ←

NOUN — Leave blank ←

C (CAUSE) — Enter either 1, 2, 3. (See below)

- 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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