

# SERVICE PROCEDURE

18509  
June, 2018

**SUBJECT:** SAFETY RECALL  
Emergency Window Release Latch on certain IC Bus® CE Series commercial bus models built 21 April 2017 thru 4 January 2018 with feature code 0510140

## **DEFECT DESCRIPTION**

Certain school buses may not conform to Federal Motor Vehicle Safety Standard (FMVSS) 217 / Canadian Federal Motor Vehicle Safety Standard (CMVSS) 217 -  
– The force necessary to operate the emergency window release latch may exceed the maximum allowable force of 20 lbs. In the event of a motor vehicle accident or vehicle fire, passengers may have difficulty pulling the release handle which could hinder a quick exit of the bus and increase the risk of personal injury or death.

## **MODELS INVOLVED**

This safety recall involves certain IC Bus® CE Series commercial bus models built 21 April 2017 thru 4 January 2018 with feature code 0510140.

## **ELIGIBILITY**

This procedure applies ONLY to vehicles marked in the International® Service Portal<sup>SM</sup> with safety recall 18509. Also complete any other open campaigns listed on the Service Portal at this time.

## **PARTS INFORMATION**

**NOTE:** Only WD-40® Specialist® DIRT & DUST RESISTANT DRY LUBE PTFE SPRAY can be used for this campaign; no other equivalent PTFE dry lubricant can be used.

| Part Number    | Part Description                                            | Quantity  |
|----------------|-------------------------------------------------------------|-----------|
| Source Locally | WD-40® Specialist® DIRT & DUST RESISTANT DRY LUBE PTFE SRAY | As Needed |

## **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.

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



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**Figure 1. Emergency Exit Window Lift Handle**

1. Lift handle

5. Starting on driver-side of vehicle, pull up on emergency exit lift handle (Figure 1, Item 1) and push open emergency exit window.



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**Figure 2. Upper Tab**

1. Upper tab

6. Locate upper tab (Figure 2, Item 1).



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**Figure 3. Tab Wells**

1. Recessed surfaces

7. Using WD-40® Specialist®, apply lubricant to recessed surfaces located in wells of upper tab and lower tab (Figure 3, Item 1).

**NOTE: Upper tab and lower tab move in tandem.**

8. To allow lubricant to penetrate mechanisms, slide upper tab up and down repeatedly.



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**Figure 4. Handle Catch**

1. Recessed surface
2. Slide

9. Locate handle catch.
10. Using WD-40® Specialist®, apply lubricant to recessed surfaces above and below slide (Figure 4, Items 1 & 2).
11. To allow lubricant to penetrate mechanism, move slide up and down repeatedly.
12. Move slide down. Slide must be in down position in order for window to close completely.
13. Grasp emergency exit lift handle and pull window closed.
14. Push down emergency exit lift handle to lock window.
15. Open, close, and lock window twice to ensure mechanisms are working freely.
16. Repeat Steps 5 through 15 for each side emergency window.
17. Remove wheel chocks.

## **END OF SERVICE PROCEDURE**

## **LABOR INFORMATION**

| <b>Operation Number</b> | <b>Description</b>                       | <b>Time</b> |
|-------------------------|------------------------------------------|-------------|
| A40-18509-1             | Lube Tabs & Release Mechanism; 2 Windows | 0.2 hrs     |
| A40-18509-2             | Lube Tabs & Release Mechanism; 4 Windows | 0.3 hrs     |
| A40-18509-3             | Lube Tabs & Release Mechanism; 6 Windows | 0.4 hrs     |
| A40-18509-4             | Lube Tabs & Release Mechanism; 8 Windows | 0.5 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.



A black rectangular label with white text. At the top, it says "DO NOT REMOVE". Below that, in a white rectangular box, it says "INTERNATIONAL". Underneath the box, it says "Campaign No." followed by a line for writing. Below that, it says "VIN" and "Eng.#" followed by a line for writing. Then it says "COMPLETED" and "Service Location Code #" followed by a line for writing. At the bottom, it says "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 18509.

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) | WARRANTY — (Warranty Code) Enter 40. | TYPE PART — Enter P for type part causing failure. | PAD — Enter 100 |

  

|                                    |                            |                                     |
|------------------------------------|----------------------------|-------------------------------------|
| 1. Inspected (No repair required). | 2. Inspected and repaired. | 3. Defective part from parts stock. |
|------------------------------------|----------------------------|-------------------------------------|

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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.**