

SERVICE PROCEDURE

19514
OCTOBER, 2019

SUBJECT: SAFETY RECALL
Emergency Roof Hatch on certain IC Bus® CE Series and RE Series commercial bus models built 04 September 2018 thru 14 May 2019 with feature codes 48PZP, 48PZR, 48RZY, 48SXV, or 48SZG (Prolo hatch).

DEFECT DESCRIPTION

The emergency roof hatch external release handle may break and prevent the hatch release mechanism from being actuated from outside the vehicle. However, failure of the external release handle does not prevent actuation of the release mechanism from inside the vehicle. A broken handle in the event of an emergency would make it more difficult to access the passenger compartment of the vehicle, which could result in possible injury or death.

MODELS INVOLVED

This safety recall involves certain IC Bus® CE Series and RE Series commercial bus models built 04 September 2018 thru 14 May 2019 with feature codes 48PZP, 48PZR, 48RZY, 48SXV, or 48SZG (Prolo hatch).

ELIGIBILITY

This procedure applies ONLY to vehicles marked in the International® Service PortalSM with Safety Recall 19514. Also complete any other open campaigns listed on the Service Portal at this time.

PARTS INFORMATION

Part Number	Part Description	Quantity
8900287R91	Handle / Shaft Exterior Diecast Kit	As Required

8900287R91 contains the following parts

Part Description	Quantity
External Handle	1
O-Ring	2 (1 large, 1 small)
Screw	1

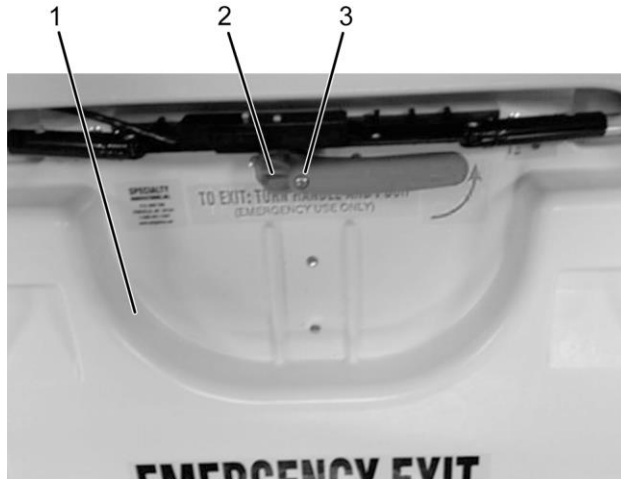
SERVICE PROCEDURE

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

WARNING! To prevent personal injury and / or death, or damage to property, keep flames, sparks, or other heat sources away from the vehicle and do not smoke while servicing the vehicle's batteries. Batteries expel gases which may cause an explosion resulting in personal injury / death, or damage to property; avoid contact with any heat sources.

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.



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Figure 1. Interior Handle

1. Emergency roof hatch
2. Interior handle - released position
3. Screw

NOTE: If necessary, use a suitable step stool ladder to gain access to emergency roof hatch and latch handle.

5. Working from vehicle interior, locate and access emergency roof hatch (Figure 1, Item 1).
6. Rotate interior handle to released position (Figure 1, Item 2).
7. Using 1/8-inch Allen wrench, remove screw (Figure 1, Item 3) from interior handle (Figure 1, Item 2). Discard screw.
8. Remove interior handle. Save for reuse.
9. Open hatch 5 to 6 inches.
10. Lift exterior handle out of bushing.

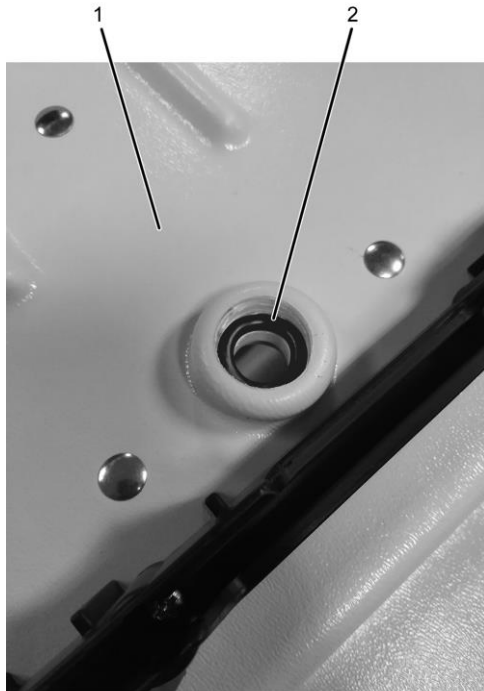


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Figure 2. Exterior Handle

1. Exterior handle
2. Large O-ring

11. Inspect exterior handle (Figure 2, Item 1) for large O-ring (Figure 2, Item 2):
 - a. If large O-ring present, discard exterior handle and O-ring.
 - b. If large O-ring is not present, check to see if present in lid bushing. If present, remove O-ring from lid bushing. Discard exterior handle and O-ring.
12. Install new large O-ring (Figure 2, Item 2) onto new exterior handle.
13. Install exterior handle into lid bushing with exterior handle oriented to released position.



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Figure 3. Roof Hatch Interior

1. Roof hatch interior view
2. Small O-ring

NOTE: Outside handle in Figure 3 was removed for visual purposes.

14. Ensure that small O-ring (Figure 3, Item 2) is still in place prior to installing interior handle. If small O-ring is not present, install new one.
15. Place interior handle onto stem of exterior handle with interior handle oriented to released position (Figure 1, Item 2).
16. Thread new screw (Figure 1, Item 3) into stem of exterior handle. Using a torque wrench, tighten screw to 10-12 lb-in (1.12-1.35 N•m).
17. Close hatch.
18. Rotate handle to latched position.
19. If necessary, repeat Steps 5 - 17 for next emergency hatch in vehicle.
20. Remove wheel chocks.

END OF SERVICE PROCEDURE

LABOR INFORMATION

Operation Number	Description	Time
A40-19514-1	Repair One Hatch	0.3 hrs
A40-19514-2	Repair Each Additional Hatch	0.1 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.



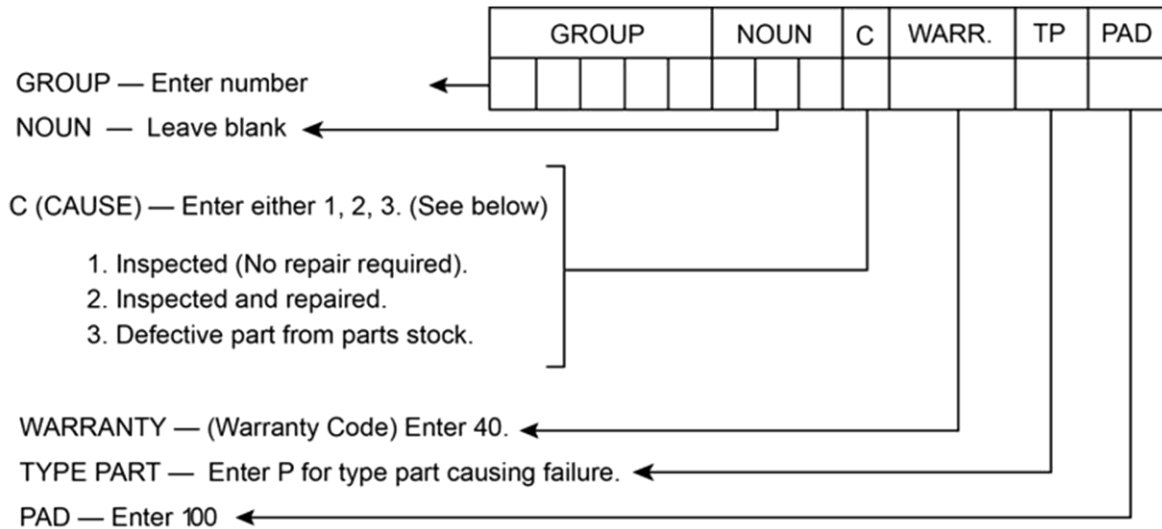
ADMINISTRATIVE / DEALER RESPONSIBILITIES

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 19514.

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.