

SERVICE PROCEDURE

**22511
MAY, 2022**

**SUBJECT: SAFETY RECALL
STEERING WHEEL on certain CE, RE, and EV
School bus models built 11/01/2021 thru 05/17/2022**

CUSTOMER LETTER

Print ready (PDF file) copy of the [Customer Letter](#)

DEFECT DESCRIPTION

The steering wheel retaining nut may not have been torqued properly during assembly and may allow the steering wheel to loosen, and possibly separate from the steering column shaft. A steering wheel that separates from the steering column shaft can increase the risk of a vehicle crash.

MODELS INVOLVED

This safety recall involves certain IC Bus® Series CE, RE, and EV School bus models built 11/01/2021 thru 05/17/2022.

ELIGIBILITY

This procedure applies ONLY to vehicles marked in the International® Service PortalSM with Safety Recall 22511. Also complete any other open campaigns listed on the Service Portal at this time.

PARTS INFORMATION

NOTE: Only Loctite 262 shall be used for this repair.

Part Number	Part Description	Quantity
Loctite 262 Source Local	High Strength Thread Locker	1

SERVICE PROCEDURE

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

WARNING! To prevent personal injury and / or death, or damage to property, 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. Turn vehicle ignition to Key OFF position.
4. Install wheel chocks.
5. Remove horn pad from steering wheel and disconnect electrical connectors.

NOTE: Save steering wheel retaining nut for reuse.

6. Remove steering wheel retaining nut.
7. Apply Loctite 262 to retaining nut threads on steering column shaft.
8. Install steering wheel retaining nut and hand tighten.
9. Using a torque wrench, tighten steering wheel retaining nut to 55 - 60 lb-ft (74.5 - 81.3 N.m).
10. Reconnect horn pad electrical connectors and reinstall horn pad.
11. Remove wheel chocks.

END OF SERVICE PROCEDURE

LABOR INFORMATION

Operation Number	Description	Time
A40-22511-1	R&R Steering Wheel Retaining Nut	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.



A black rectangular label with a white central area. The text is as follows:

- DO NOT REMOVE (top)
- INTERNATIONAL (bold, below top line)
- Campaign No. (text field)
- VIN (text field)
- Eng.# (text field)
- COMPLETED (bold, below VIN/Eng.# fields)
- Service Location Code # (text field)
- DO NOT REMOVE (bottom)

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 22511.

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,

VEHICLE RECALL 22511

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.