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## FIELD SERVICE CAMPAIGN – 23112

22 August 2023

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### SUBJECT:

Missing labels on electric vehicles

### MODELS INVOLVED:

International® eMV™ Series trucks and IC Bus® Electric CE Series school buses.

### DEFECT DESCRIPTION:

Certain International® eMV™ Series trucks and IC Bus® Electric CE Series school buses may have been built without charge port warning label, high-voltage warning label, and 12 volt disconnect warning label.

### ELIGIBILITY:

This procedure applies ONLY to vehicles marked in the International® Service Portal<sup>SM</sup> with FSC 23112. Also complete any other open campaigns listed on the Service Portal at this time.

### TOOLS REQUIRED:

No tools required

### PARTS REQUIRED:

Part Number	Description	Quantity
4440977C1	Product Graphic, Label 12 Volt Disc Switch, Engine	1
4440980C1	Product Graphic, Label HV Disc	1
4467094C1	Product Graphic, Label Charging Portal Hoop	1

**Table 1.** Parts Information

## WORK INSTRUCTIONS

**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 both directions.

**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.

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

**WARNING!** To prevent personal injury and / or death, read all information in the Safety Information and High-Voltage Safety sections of the service manual.

**WARNING!** To prevent personal injury and / or death, wear and use approved high-voltage Personal Protective Equipment (PPE) when near a high-voltage electric vehicle. Inspect PPE before use. Do not use gloves or other PPE with expired dates, holes, cracks, or damage. NEVER touch energized ORANGE high-voltage cables or high-voltage components without wearing approved high-voltage PPE.

**WARNING!** To prevent personal injury and / or death, NEVER service a high-voltage vehicle without completing high-voltage safety training. Before working on a vehicle, read and obey all High-Voltage Safety and Lock-Out Tag-Out procedures and information.

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



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**Figure 1. IC Bus Electric CE Series School Buses (“eBus”) (left) and International eMV Series Trucks (“eMV”) (right) Charging Port Locations**

1. Pull loop warning decal location (2)

**NOTE:** The eBus charging port is located on the right-side of the vehicle.

**NOTE:** The eMV charging port is located on the right-side of the vehicle, behind the cab on the frame rail.

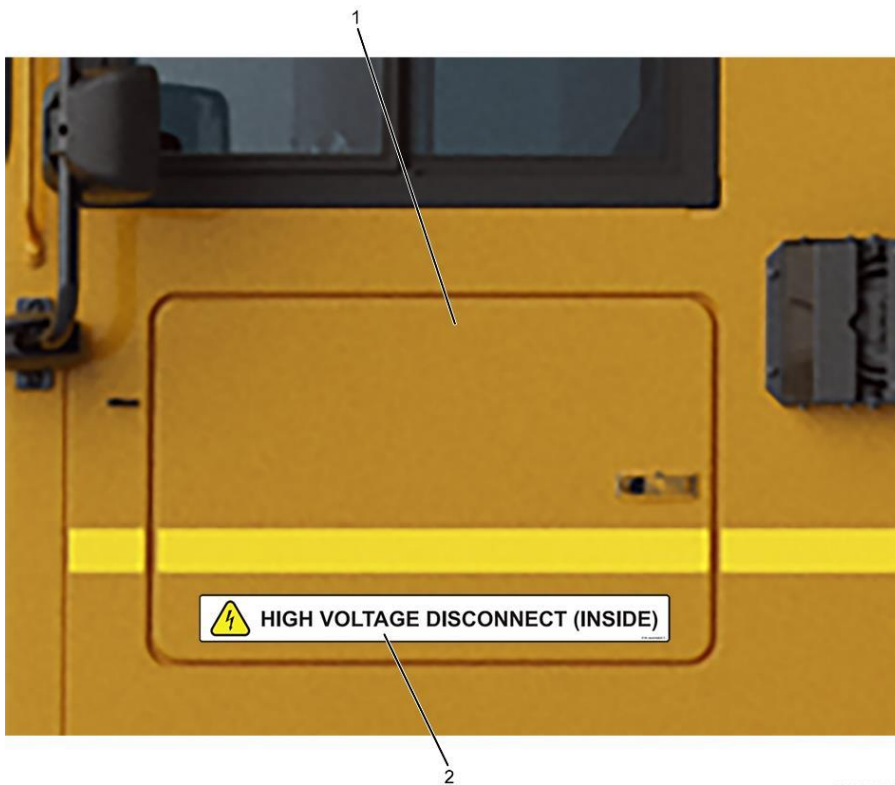
5. Locate eBus / eMV charging port(s).
6. Using isopropyl alcohol, clean inside surface area above charging port. Allow surface area to dry before continuing.



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**Figure 2. Pull Loop Warning Decal**

7. Affix pull loop warning decal (Figure 2) directly immediately above charging port and to the right of pull loop (Figure 1, Item 1).

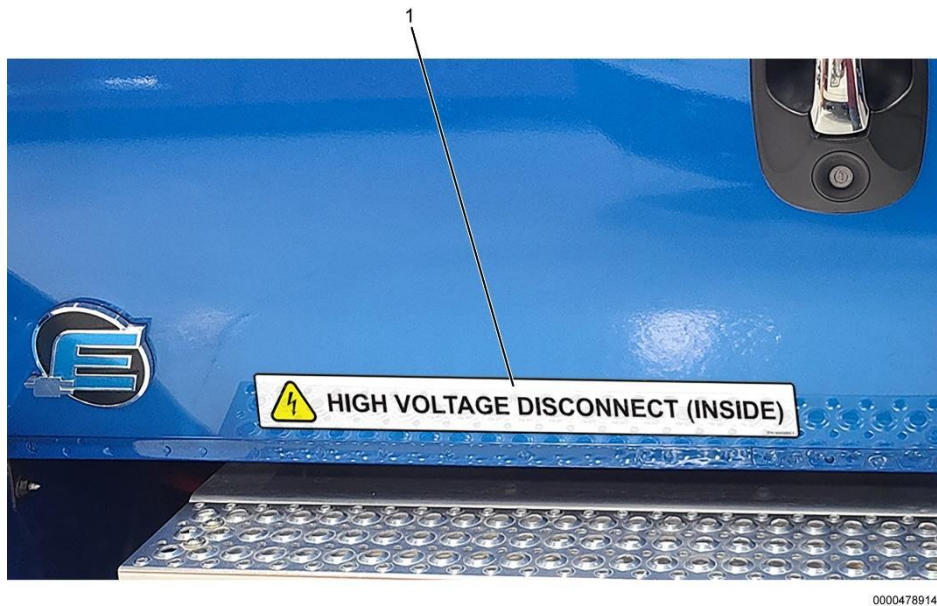


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**Figure 3. eBus Access Panel – Located Under eBus Driver’s Window**

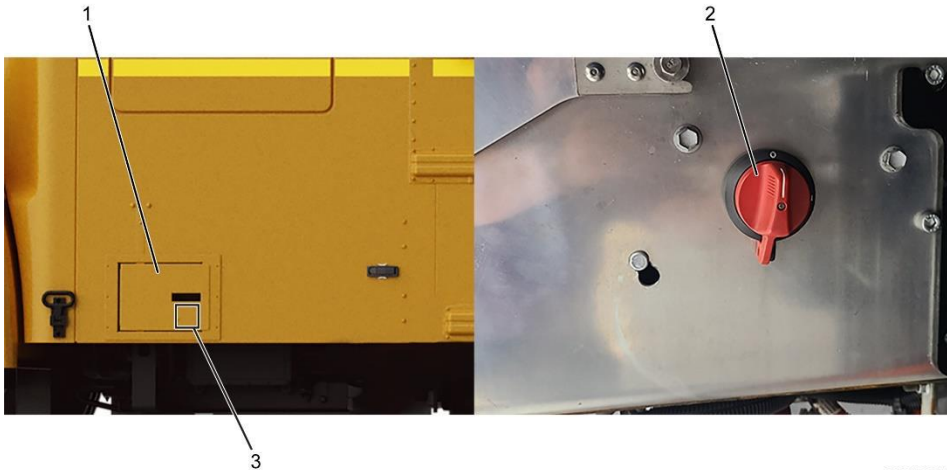
1. Side panel door
  2. High-voltage disconnect decal
8. Locate eBus side panel door, under driver’s window (Figure 3, Item 1),
  9. Using isopropyl alcohol, clean lower center part of side panel door. Allow surface area to dry before continuing.

10. Affix high-voltage disconnect decal (Figure 3, Item 2) on bottom center of side panel door (Figure 3, Item 1).



**Figure 4. eMV Driver's Door**

1. High-voltage disconnect decal
11. Locate eMV driver's door (Figure 4).
  12. Using isopropyl alcohol, clean lower part of door. Let surface dry before proceeding.
  13. Affix high-voltage disconnect decal (Figure 4, Item 1); position decal on lower center section of door.



**Figure 5. Low-Voltage Switch Locations**

1. eBus low-voltage battery door
2. eMV low-voltage battery box
3. eBus low-voltage battery door, right bottom location

**NOTE: eBus low-voltage disconnect is located inside door, below panel access door (Figure 5, Item 1).**

**NOTE: eMV low-voltage disconnect is located under driver's door facing rear of vehicle (Figure 5, Item 2).**

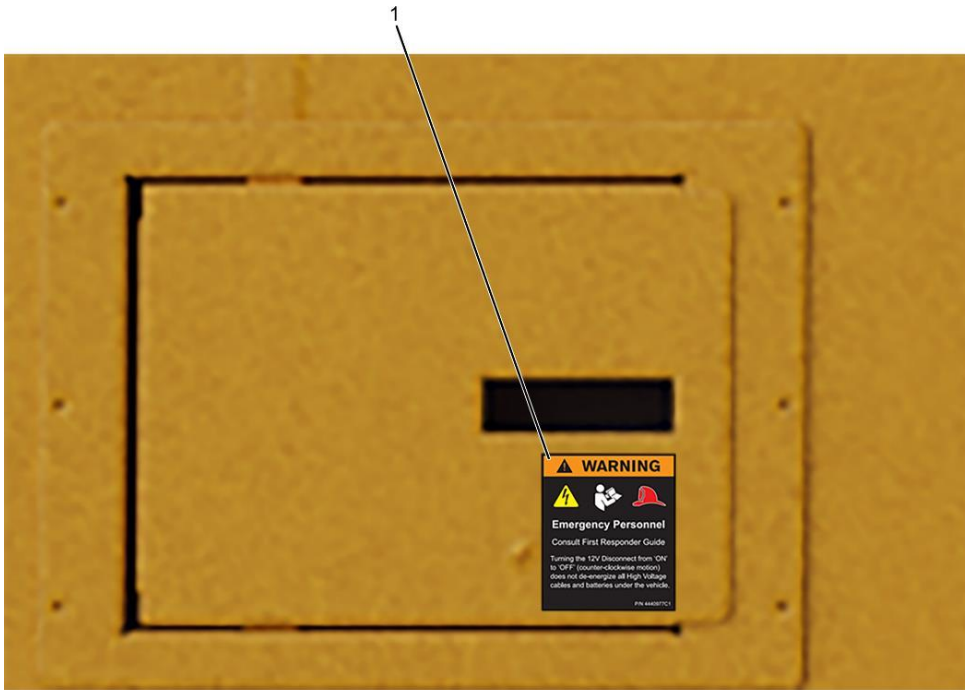
14. Locate eBus and eMV low-voltage disconnect switch (Figure 5, Items 1 and 2).
15. For eMV units: using isopropyl alcohol, clean area to left of switch.
16. For eBus units: using isopropyl alcohol, clean right bottom area of low-voltage battery box door (Figure 5, Item 3). Let surface dry before proceeding.



**Figure 6. Low-Voltage Disconnect**

1. Low-voltage disconnect switch decal

17. Affix low-voltage disconnect switch decal to left of switch (Figure 6, Item 1).



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**Figure 7. eBus Battery Box Door**

1. Low-voltage disconnect decal
18. Affix low-voltage disconnect decal to bottom right corner of eBus battery box door (Figure 7, Item 1).
19. Remove wheel chocks.

**LABOR INFORMATION**

Operation number must appear on all claims.

Operation Number	Description	Time
A40-23112-1	Install Labels	0.2 hrs

**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 23112.

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 23112 activity must be submitted by 22 August 2023 or within the normal warranty period for the component repaired, if after 22 August 2023.

	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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