



FIELD SERVICE CAMPAIGN – 24112

11 November 2024

SUBJECT:

Power Steering Pump Mounting Brace Inspection

MODELS INVOLVED:

IC Bus® Electric CE Series school buses

DEFECT DESCRIPTION:

Certain IC Bus® Electric CE Series school buses may have loose or missing bracket.

ELIGIBILITY:

This procedure applies ONLY to vehicles marked in the International® Service PortalSM with FSC 24112. 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 |
|-------------|--------------------------------|----------|
| 4238482C2 | BRACE, ASSEMBLY, WELDMENT | 1 |
| 3535858C1 | BOLT HEX FLG HD METRIC M12-1.7 | 2 |
| 3535859C1 | NUT, HEXAGON M12 | 2 |

Table 1 Parts Information

WORK INSTRUCTIONS

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

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

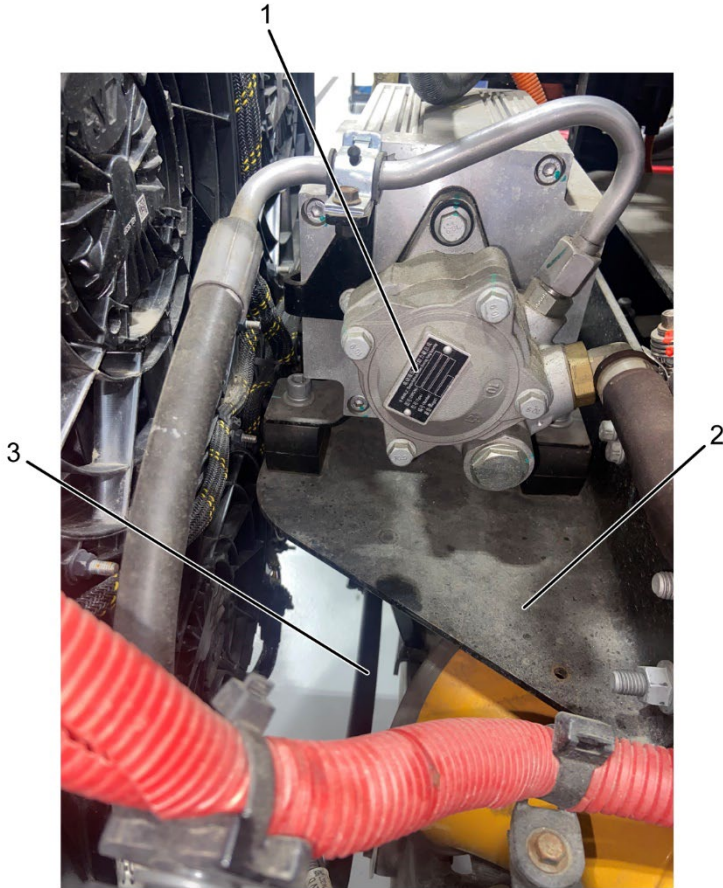
WARNING! To prevent personal injury and / or death, or damage to property, park vehicle on hard flat surface, turn the engine off, set the parking brake, and install wheel chocks to prevent the vehicle from moving in both directions.

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, if the vehicle must be raised, do not work under the vehicle supported only by jacks. Jacks can slip or fall over.

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.

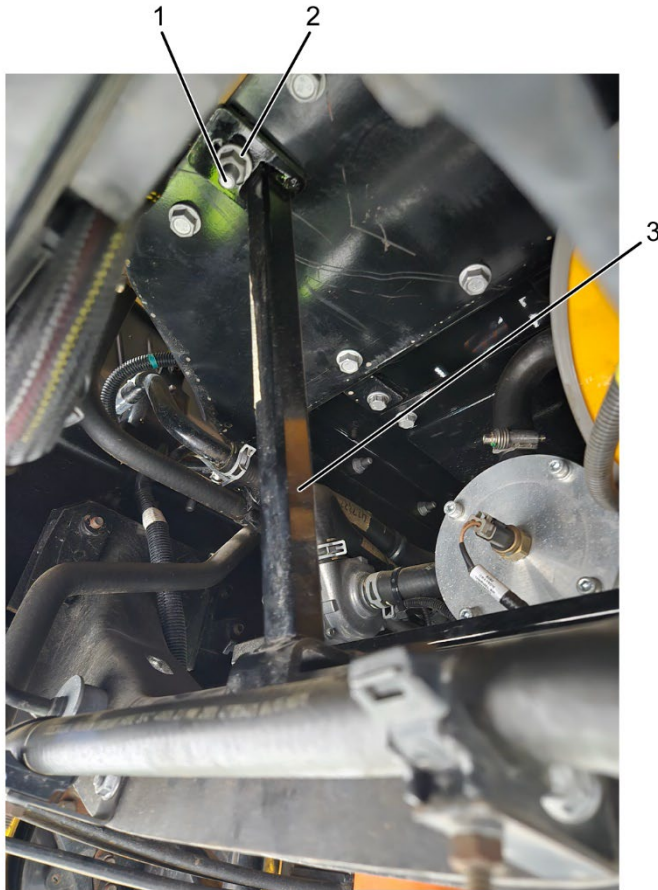
1. Park vehicle on a dry and level surface.
2. Put drive mode selector in Neutral and set parking brake.
3. Turn ignition to Key OFF position.
4. Install wheel chocks.
5. Turn 12V disconnect switch OFF. Refer to appropriate service manual for detailed instructions.
6. Perform High-Voltage Isolation Level 2. Refer to appropriate technician manual for instructions.
7. Unlatch and open hood.



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Figure 1. Power Steering Pump Assembly Brace Location (Top View Driver-Side)

1. High-voltage power steering pump
 2. High-voltage power steering pump mounting plate
 3. High-voltage power steering pump brace
8. Locate and gain access to high-voltage power steering pump brace (Figure 1, Item 3) under high-voltage power steering pump mounting plate (Figure 1, Item 2) and behind lower radiator fan assembly.

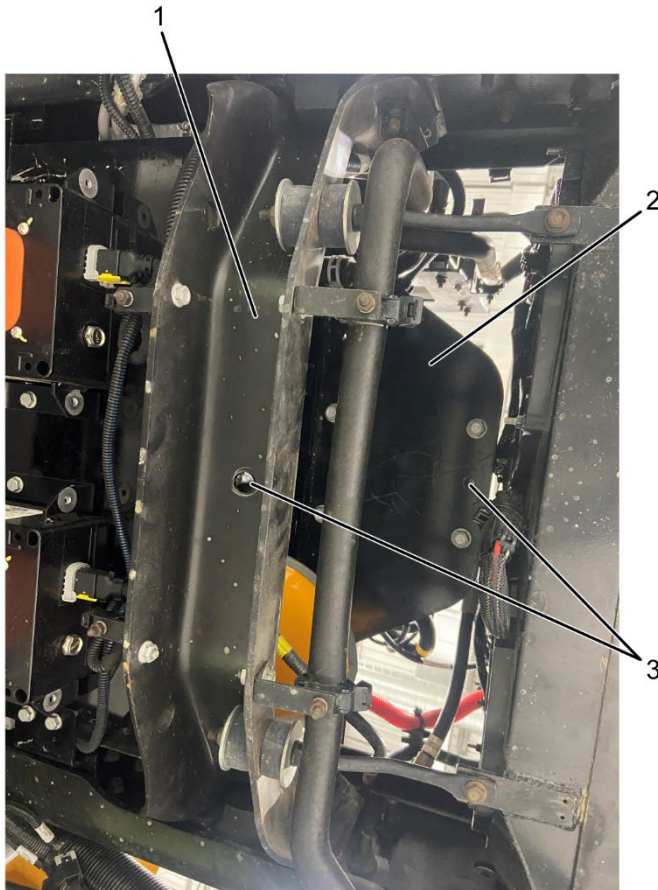


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Figure 2. Power Steering Pump Assembly Brace Location (Bottom View)

1. Bolt (2)
 2. Nut (2)
 3. Mounting brace
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9. Determine if mounting brace (Figure 2, Item 3), bolts (Figure 2, Item 1), and / or nuts (Figure 2, Item 2) are installed on vehicle:
 - a. If brace, bolts, and nuts are installed, go to Step 10.
 - b. If brace, bolts, and / or nuts are missing, go to Step 15.
 10. Raise vehicle.
- NOTE: Holding the head of the bolt with a wrench will be necessary when torquing the nut.**
11. Torque steering pump brace lower nut to 97–108 lb-ft (122–135 N·m).
 12. Lower vehicle.

13. Torque steering pump brace upper nut to 97–108 lb-ft (122–135 N·m).
14. Go to Step 22.
15. Raise vehicle.



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Figure 3. Power Steering Pump Assembly Brace Location (Bottom View)

1. Lower cross member
2. Mounting plate
3. Lower and upper mounting hole (2)

NOTE: The mounting plate will flex downward; additional force may be needed to position and align brace to the plate and cross member holes.

16. Position and align brace to existing holes (Figure 3, Item 3) in lower cross member (Figure 3, Item 1) and mounting plate (Figure 3, Item 2).
17. Position bolt and nut to lower mounting hole (Figure 3, Item 3).

18. Position bolt and nut to upper mounting hole (Figure 3, Item 3).
19. Torque steering pump brace lower nut to 97–108 lb-ft (122–135 N·m).
20. Lower vehicle.
21. Torque steering pump brace upper nut to 97–108 lb-ft (122–135 N·m).
22. Install all appropriate Manual Service Disconnects (MSD) that were removed in Step 6. Refer to appropriate technician manual for instructions.
23. Turn ON 12V disconnect switch. Refer to appropriate technician manual for detailed instructions.
24. Turn ON high-voltage disconnect switch. Refer to appropriate technician manual for detailed instructions.
25. Close and latch hood.
26. Remove wheel chocks.

LABOR INFORMATION

Operation number must appear on all claims.

| Operation Number | Description | Time |
|------------------|---|---------|
| A40-24112-1 | Check And Torque Power Steering Support Bolts | 0.1 hrs |
| A40-24112-2 | Install Power Steering Bracket Only | 0.1 hrs |
| A40-24112-3 | High Voltage Isolation Level 2 | 0.9 hrs |

Table 2 Labor Information

WARRANTY CLAIMS

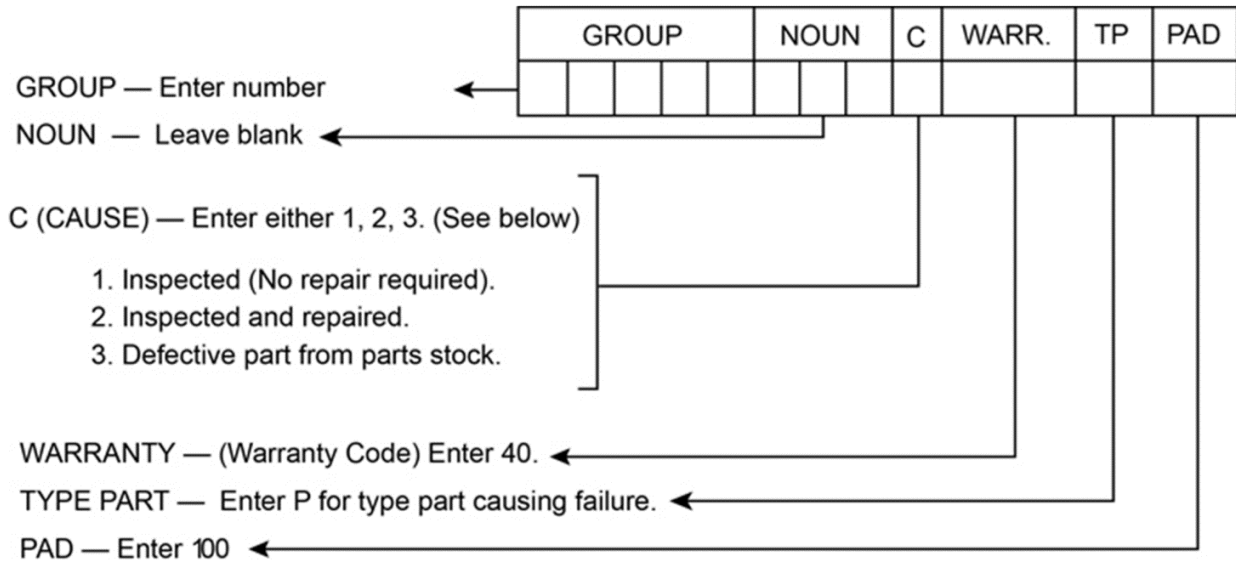
Warranty claim expense is to be charged to Warranty. Claims are to be submitted in the normal manner, making reference to Field Service Campaign 24112.

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 that this important improvement is made in a timely manner, all claims for 24112 activity must be submitted by 11 November 2025 or within the normal warranty

period for the component, if after 11 November 2025.



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