



FIELD SERVICE CAMPAIGN – 24116

09 December 2024

SUBJECT:

Cab Door C-Loop Hardware Inspection.

MODELS INVOLVED:

International® HV™, HX®, and MV™ Series trucks

DEFECT DESCRIPTION:

Certain International® HV™, HX®, and MV™ Series trucks were converted from C-loop mirrors to pedestal mounted mirrors. Some of the unused holes during the conversion may have hardware improperly installed.

ELIGIBILITY:

This procedure applies ONLY to vehicles marked in the International® Service PortalSM with FSC 24116. Also complete any other open campaigns listed on the Service Portal at this time.

TOOLS REQUIRED:

Description	Tool Number	Comments
8 mm Drill Bit	Sourced Locally	N/A
13.5 mm Drill Bit	Sourced Locally	N/A
M8 Rivnut®	3625511C1	Available in the parts catalog
Rivnut® Install Tool	Sourced Locally	Various tool options are available
1/2-in 90-degree Countersink Bit	Sourced Locally	N/A

Table 1 Tools Information

PARTS REQUIRED:

C-Loop Mirror Upper Mounting Hardware

Part Number	Description	Quantity	Notes
3588152C1	Bolt, Special Stainless Steel Black M8-1.25 mm x 30 mm	2	2 each per cab door (Left / Right)
3542142C1	Washer, Grab Handle Mtg Stainless Steel	2	2 each per cab door (Left / Right)
3552442C2	Gasket, Grab Handle, Adapter Plate Fitting	2	2 each per cab door (Left / Right)

Table 2 C-Loop Upper Mounting Hardware

Look-Down Mirror Upper Mounting Hardware

Part Number	Description	Quantity	Notes
3588152C1	Bolt, Special Stainless Steel Black M8-1.25 mm x 30 mm	2	Right-side cab door only
3542142C1	Washer, Grab Handle Mtg Stainless Steel	2	Right-side cab door only
4054697C1	Adapter, Lookdown Mirror, Horizon	2	Right-side cab door only

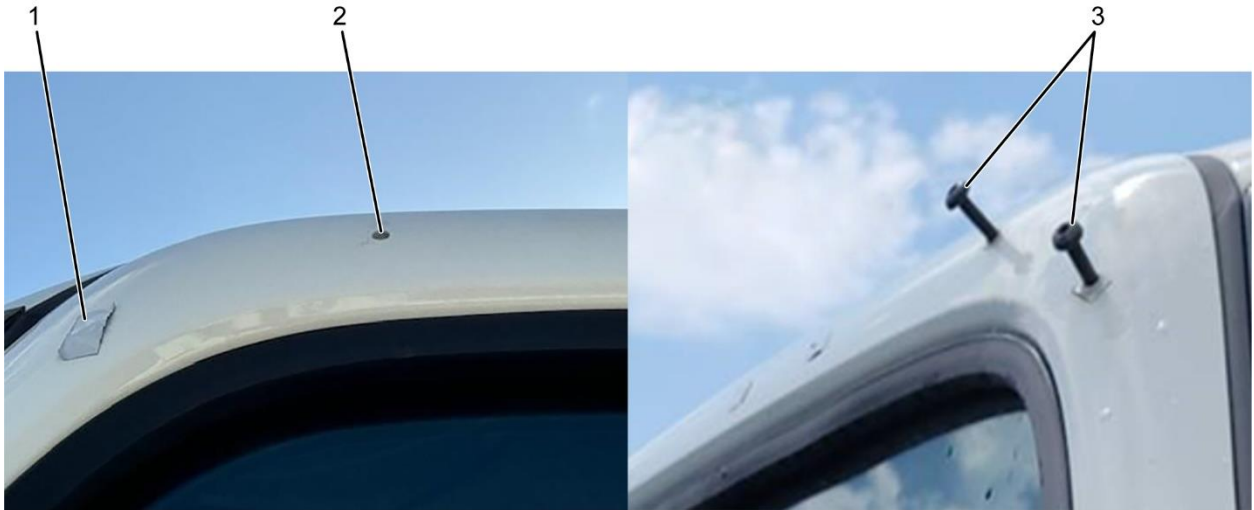
Table 3 Look-Down Mirror Upper Mounting Hardware

WORK INSTRUCTIONS

WARNING! To prevent personal injury, and / or death, or damage to vehicle, 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.

1. Park vehicle on a dry, level surface.
2. Put drive mode selector in Park or Neutral and set parking brake.
3. Turn ignition to Key OFF position.
4. Install wheel chocks.



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Figure 1. C-Loop Mirror hardware missing or improperly installed

1. Tape covering the bolt holes
2. Nothing covering the bolt holes
3. Incorrect bolts or bolts inserted without seals



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Figure 2. C-Loop Mirror hardware properly installed

1. Look-down mirror mounting hardware
2. C-Loop mirror mounting hardware

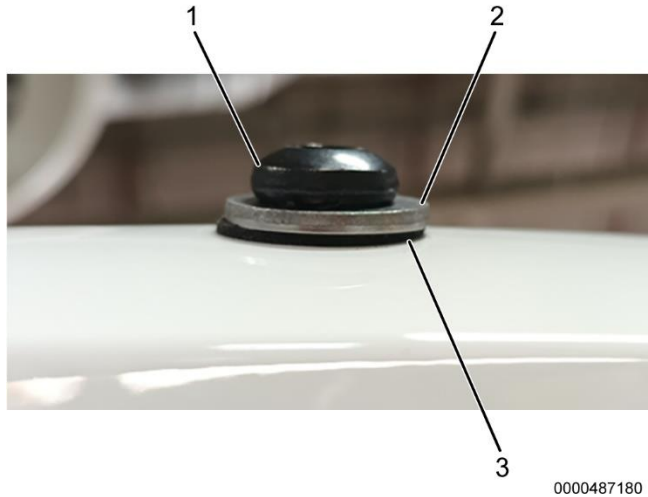


Figure 3. Hardware order of installation

1. Bolt (3588152C1)
2. Stainless steel washer (3542142C1)
3. Gasket (3552442C2)

NOTE: The look-down mirror hardware is on the right-side cab door only.

5. For trucks with C-loop mirrors and right-side look-down mirror, inspect both cab doors for proper installation of upper mirror hardware (Figure 2, Item 1 and Figure 2, Item 2).
6. For trucks without C-loop mirrors and right-side look-down mirror, inspect to verify that the doors still have upper mounting holes with hardware properly installed to close the threaded holes (Figure 2, Item 1 and Figure 2, Item 2).

NOTE: If all hardware is properly installed, no further action is needed. Otherwise, proceed with the following steps if hardware is loose or missing.

7. If any upper mounting holes are covered with tape, remove tape and clean tape residue from the door.
8. Inspect condition of threaded holes for damage.

NOTE: If threads are damaged beyond use, follow Steps 9–14 to install a new Rivnut® for the mounting hole. Otherwise, proceed to Step 15 to install hardware.

9. If threads are damaged beyond use, using an 8 mm drill bit, drill damaged threads.
10. Using a 1/2-in 90-degree countersink bit, remove any raised edges from the hole.

11. Using a 13.5 mm drill bit, drill into the door skin while maintaining the original center of the hole.
12. Deburr edges of the hole.
13. Using high-quality paint or similar sealant, seal bare metal edges to prevent corrosion of door skin.

NOTE: Follow tool manufacturer's instructions to properly install and crimp Rivnut® into the door skin.

14. Insert and crimp M8 Rivnut® into hole. Continue with the following steps to install hardware.

NOTE: The upper mounting holes in the cab doors are a special "Flow Drill" M8 thread and should not be over-torqued.

15. Install the gasket (Figure 3, Item 3), stainless steel washer (Figure 3, Item 2), and bolt (Figure 3, Item 1) in the order shown. Torque to 7 lb-ft (10 N·m).
16. Verify all C-loop hardware is properly installed and tightened on both doors.
17. Remove wheel chocks.

LABOR INFORMATION

Operation number must appear on all claims.

Operation Number	Description	Time
A40-24116-1	Missing hardware (6 locations max per VIN) 1-4 locations	0.2 hrs
A40-24116-2	Missing hardware (6 locations max per VIN) 5-6 locations	0.1 hrs
A40-24116-3	Rivnut repair for upper flow drill thread damage (6 locations max per VIN) 1-3 locations	0.3 hrs
A40-24116-4	Rivnut repair for upper flow drill thread damage (6 locations max per VIN) 4-6 locations	0.2 hrs

Table 4 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 24116.

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 24116 activity must be submitted by 09 December 2025 or within the normal warranty period for the component, if after 09 December 2025.

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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