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Customer Service Bulletin #2025-001

⚠WARNING

To avoid death or serious injury, please read and follow these instructions, the additional safety instructions contained within the operator's manual, and follow OSHA safety regulations at all times, including the use of PPE, fall hazard equipment, and appropriately rated lifting or leverage equipment. If you have any questions on this Customer Service Bulletin, please contact the NiteHawk Customer Service department at 253-872-2077.

Applicability:

- Product: NiteHawk Osprey II
- Chassis: Ford F250
- Engine: 6.8 L
- Model Years: 2023-2025

Summary:

The hardware used for assembling the crank pulley was not to the specified design. There has been 1 known field failure to date.

Urgency:

We recommend replacing the hardware as soon as possible to avoid unexpected downtime or unnecessary damage to your vehicle.

Tools:

- 7 mm socket or flat head screwdriver
- 10 mm socket
- 13 mm deep socket
- 22 mm socket
- 47 mm wrench
- Air hammer (optional)
- Panel/Fastener removal tool
- Ratchet
- Torque wrench capable of 160 ft-lbs
- Wire cutters
- Strap wrench

Estimated Time:

- 90 minutes

Parts:

- 1X M14x1.5x180 mm hex bolt (supplied)
- 1X M14 structural washer (supplied)
- 3X M10 socket head bolt (supplied)
- 3X M10 nut (supplied)

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Instructions:

1. Removing the air intake, fan shroud, and fan
    A. Disassemble air intake and remove
    B. Unplug the fan harness and unhook truck harness from the lower part of the fan shroud
    C. Remove 2 trim clips using a panel removal tool and 4 (2 upper, 2 lower) bolts holding the fan shroud to the vehicle using a 10 mm socket
    D. Remove hardware holding the fan using a 47 mm wrench (fan clutch is reverse thread)
    E. Set the fan inside the shroud before lifting both up and out of the engine bay together



2. Preparing the engine area for accessing the crank pulley
    A. Rotate the tensioner that routes the auxiliary system belt around the hydraulic pump to reduce tension on the belt
    B. Remove the belt
    C. Rotate the tensioner that routes the engine serpentine belt to reduce tension on the belt
    D. Remove the belt

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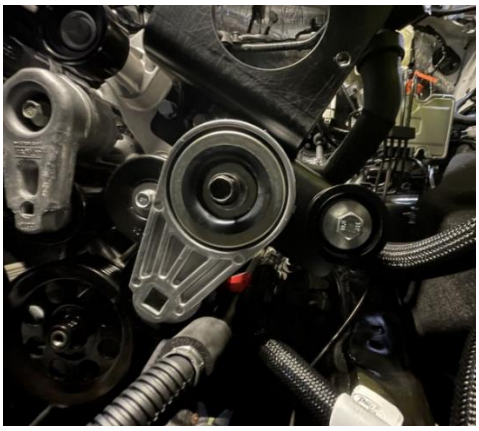
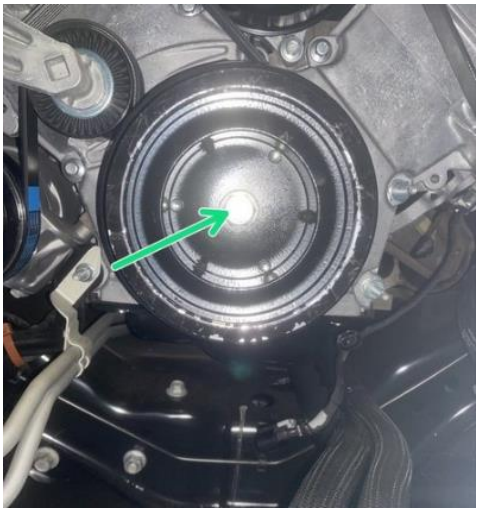


3. Removing the hardware for the crank pulley
    A. Engage the strap wrench around the crank
    B. Loosen the M14 bolt using a 22 mm socket
    C. Remove the M14 bolt and washer and discard



4. Installing new hardware onto the crank pulley
    A. Disassemble the 3 M10 bolts on the rear side of the crank pulley
    B. Remove all 3 washers from each bolt
    C. Discard the 2 flat washers while retaining the lock washer from each bolt
    D. Thread an M10 nut onto each bolt
    E. Place lock washer below the M10 nut
    F. Reinstall M10 bolt with M10 nut and lock washer and tighten to 40 ft-lbs

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5. Reinstalling the crank pulley
    A. Thread the supplied M14 bolt, with the supplied M14 washer installed, into the crank by hand for several turns
    B. Engage the strap wrench on the crank
    C. Tighten bolt to 160 ft-lbs using a 22 mm socket and torque wrench
6. Reinstall all components removed for service in the opposite order