



FIELD SERVICE CAMPAIGN – 25102

27 May 2025

SUBJECT:

A/C Relay Board

MODELS INVOLVED:

IC Bus™ Electric CE Series buses

DEFECT DESCRIPTION:

Certain IC Bus™ Electric CE Series buses may have an A/C Relay Board that was incorrectly assembled.

ELIGIBILITY:

This procedure applies ONLY to vehicles marked in the International® Service PortalSM with FSC 25102. Also complete any other open campaigns listed on the Service Portal at this time.

TOOLS REQUIRED:

Description	Tool Number
Terminal crimper	N/A
Inch pound torque wrench	N/A

Table 1 Tools Information

PARTS REQUIRED:

Part Number	Description	Quantity
Source locally	Ring terminal	If required

Table 2 Parts Information

WORK INSTRUCTIONS

GOVERNMENT REGULATION: Engine fluid (oil, fuel, and coolant) may be a hazard to human health and the environment. Handle all fluid and other contaminated materials (such as filters and rags) in accordance with applicable regulations. Recycle or dispose of engine fluids, filters, and other contaminated materials according to applicable regulations.

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 property damage, personal injury, and / or death, 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, always wear safe eye protection when performing vehicle maintenance.

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

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

1. Park vehicle on a dry, level surface.
2. Put drive mode selector in Park (P) or Neutral (N) and set the parking brake.
3. Turn the ignition to Key OFF position.
4. Install wheel chocks.
5. Perform High-Voltage Isolation Level 1, removing MSDs if necessary. Refer to the appropriate service manual for detailed procedure.

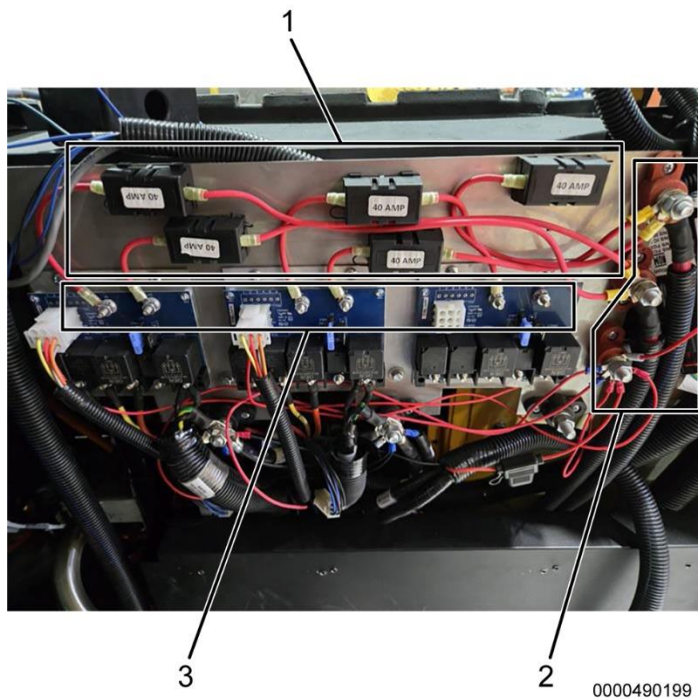
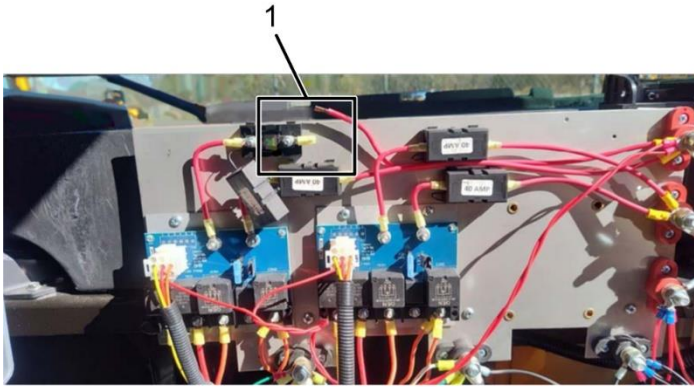


Figure 1. A/C Relay Board

1. 40-amp fuse terminal nut (10) (located under the covers)
 2. Power stud terminal nut (6)
 3. Relay board terminal stud (3)
6. Gain access to the A/C Relay Board (Figure 1) by removing the right-side dashboard panel. Refer to the appropriate service manual for detailed procedure.
 7. Perform a pull test in the wiring to each of the ring terminals.



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Figure 2. Wire Crimp Failure

1. Pulled out ring terminal wire
8. If any of the wires pull out of the ring terminal (Figure 2, Item 1), prepare a new wire, install and crimp a new ring terminal, and remove the old terminal and install the new ring terminal.
9. Restest the crimp with a second pull test.
10. Torque the 40-amp fuse terminal nuts (Figure 1, Item 1) to 31 lb-in (3.5 N·m).
11. Torque the relay board terminal studs (Figure 1, Item 3) to 18 lb-in (2 N·m).
12. Torque the power stud terminal nuts (Figure 1, Item 2) to 148 lb-in or 12.3 lb-ft (16.7 N·m).
13. Install all appropriate Manual Service Disconnects (MSDs) that were removed in Step 5. Refer to appropriate technician manual for detailed instructions.
14. Remove wheel chocks.

LABOR INFORMATION

Operation number must appear on all claims.

Operation Number	Description	Time
A40-25102-1	High Voltage Isolation Level 1 / Zone 1	0.3 hrs
A40-25102-2	Inspect relay board	0.3 hrs
A40-25102-3	Replace 1–7 terminals, only if needed	0.2 hrs
A40-25102-4	Replace additional 1–7 terminals, only if needed	0.2 hrs
A40-25102-5	Torque terminal nuts	0.2 hrs

Table 3 Labor Information

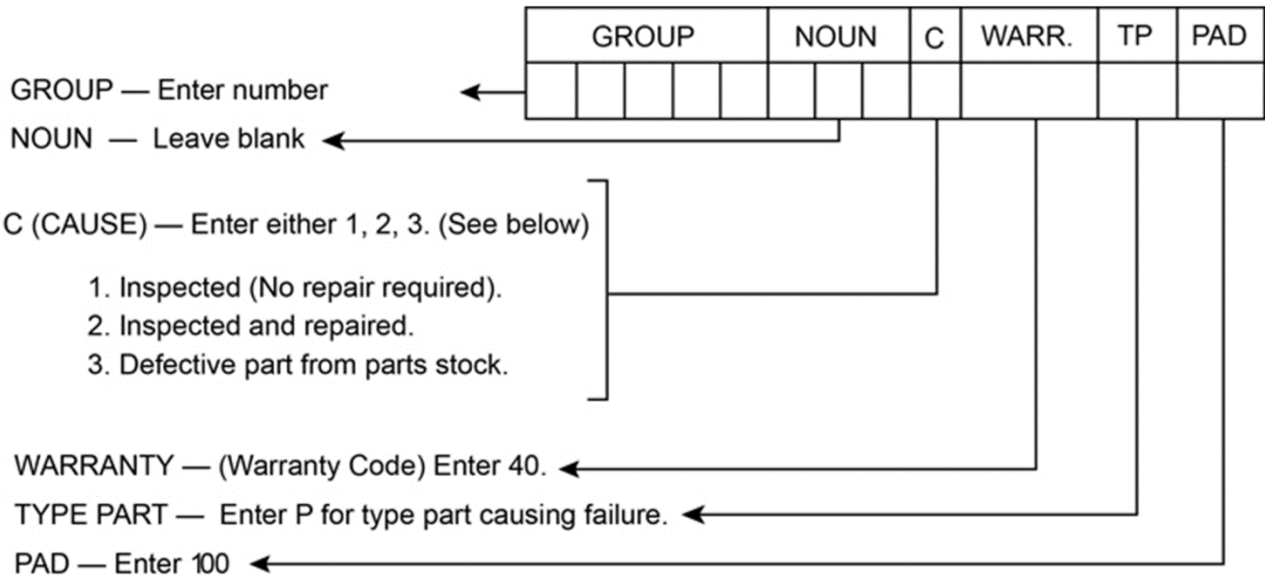
WARRANTY CLAIMS

Warranty claim expense is to be charged to Warranty. Claims are to be submitted in the normal manner, making reference to Field Service Campaign 25102.

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 25102 activity must be submitted by 27 May 2026 or within the normal warranty period for the component repaired, if after 27 May 2026.



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