



FIELD SERVICE CAMPAIGN – 16117

25 May 2016

SUBJECT:

Rear Cab Mount Brackets

MODELS INVOLVED:

ProStar®

DEFECT DESCRIPTION:

Incorrect torque may have been applied to the rear cab mount bracket bolts on certain ProStar® vehicles.

ELIGIBILITY:

This procedure applies ONLY to vehicles marked in the International® Service PortalSM with FSC 16117. Also complete any other open campaigns listed on the Service Portal at this time.

TOOLS REQUIRED:

No special tools are required for this procedure.

PARTS REQUIRED:

No parts are required for this procedure.

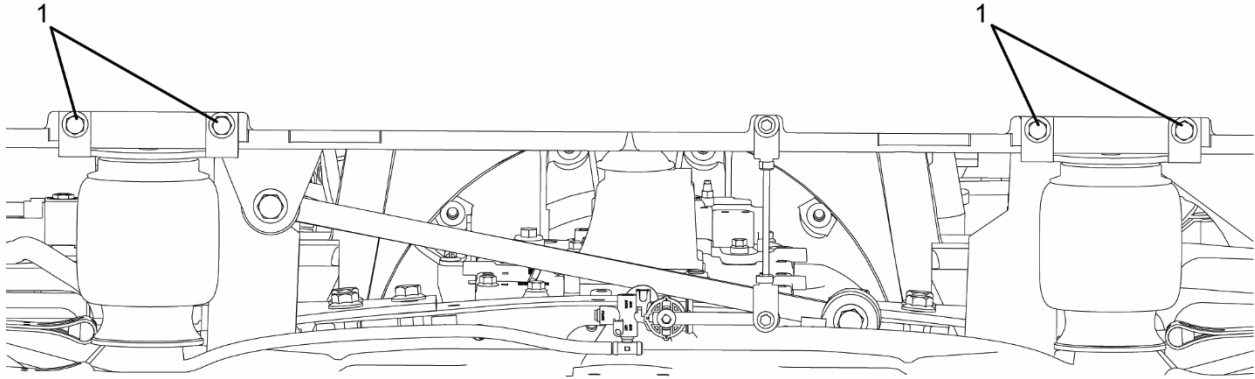
WORK INSTRUCTIONS

WARNING! To prevent property damage, personal injury, and / or death, 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 property damage, personal injury, and / or death, 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 flat surface.
2. Shift transmission to Park or Neutral and set parking brakes.
3. Install wheel chocks.



0000402101

Figure 1. Rear Cab Mounting Bracket Bolts

1. Bolt (4)
4. Access four rear cab mounting bracket bolts (Figure 1, Item 1).
5. Using torque wrench, tighten bolts to 106 lb-ft (144 N·m).
6. Remove wheel chocks.

LABOR INFORMATION

Operation number must appear on all claims.

Table 1 Labor Information

Operation Number	Description	Time
A40-16117-1	Tighten Rear Cab Mounting Bracket Bolts	0.3 hr

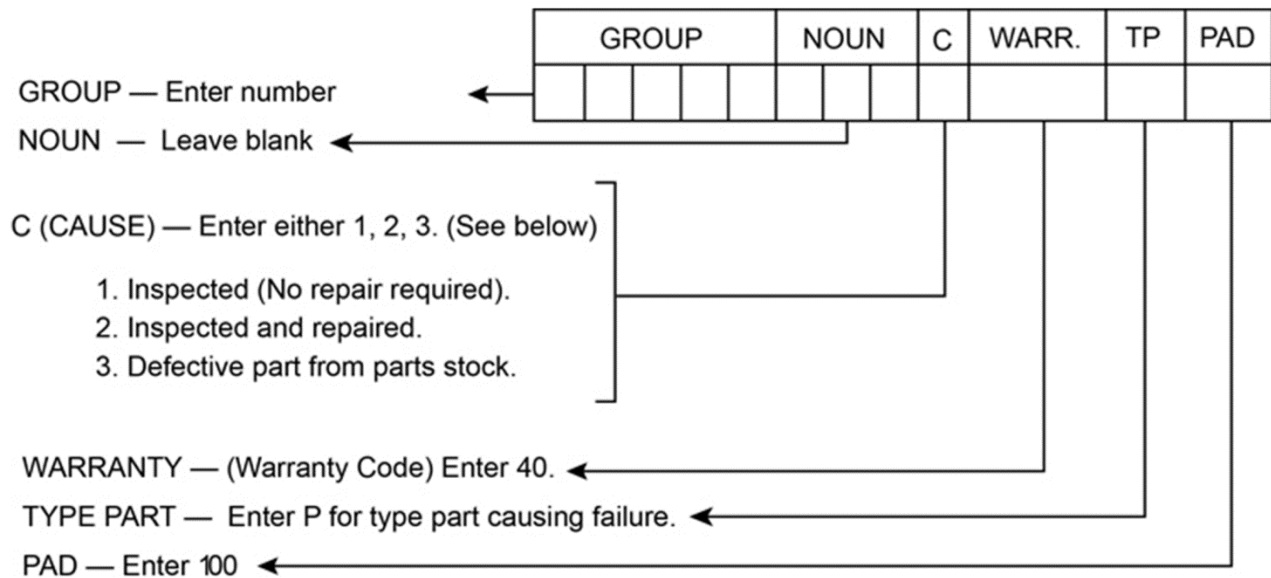
WARRANTY CLAIMS

Warranty claim expense is to be charged to Warranty. Claims are to be submitted in the normal manner, making reference to Field Service Campaign 16117.

It is important that the coding be completed properly to assist in processing the warranty claim. Complete instructions will be found in the Warranty Policy Manual, Section 7.1.8.

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 16117 activity must be submitted by 25 May 2017 or within the normal warranty period for the component, if after 25 May 2017.



0000047910