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## FIELD SERVICE CAMPAIGN – 18114

06 December 2018

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### SUBJECT:

Radiator Stay Rod

### MODELS INVOLVED:

WorkStar®

### DEFECT DESCRIPTION:

Certain WorkStar® models may have been built with a left-side radiator stay rod of insufficient length, resulting in reduced radiator to fan clearance.

### ELIGIBILITY:

This procedure applies ONLY to vehicles marked in the International® Service Portal<sup>SM</sup> with FSC 18114. 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
6083944C1	Rod, Support	1

Table 1 Parts Information

### WORK INSTRUCTIONS

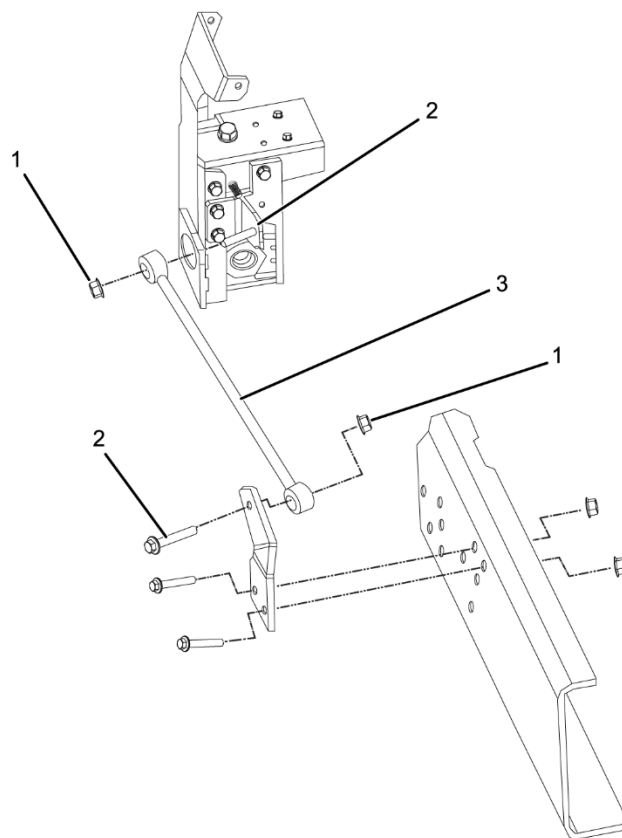
**GOVERNMENT REGULATION:** Engine fluid (oil, fuel, and coolant) may be a hazard to human health and the environment. Handle all fluid and other contaminated materials (such as filters and rags) in accordance with applicable regulations. Recycle or dispose of engine fluids, filters, and other contaminated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

**WARNING!** To prevent 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 into Park or Neutral and set parking brake.
3. Turn ignition to Key OFF position.
4. Install wheel chocks.
5. Unlatch and open hood.
6. Locate left-side stay rod.



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**Figure 1. Stay Rod**

1. Nut (2)
  2. Bolt (2)
  3. Left-side stay rod
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7. Remove bolts (Figure 1, Item 2) and nuts (Figure 1, Item 1) from left-side stay rod (Figure 1, Item 3), refer to appropriate service manual for detailed instructions. Save bolts and nuts for reuse.
  8. Remove stay rod.
  9. Install new radiator stay rod using existing bolts and nuts.
  10. Using a torque wrench, tighten bolts and nuts to 90 - 100 lb-ft (122 - 135 N•m).

11. Close and latch hood.
12. Remove wheel chocks.

**LABOR INFORMATION**

Operation number must appear on all claims.

Operation Number	Description	Time
A40-18114-1	Replace Support Strut	0.4 hr

**Table 2** Labor Information

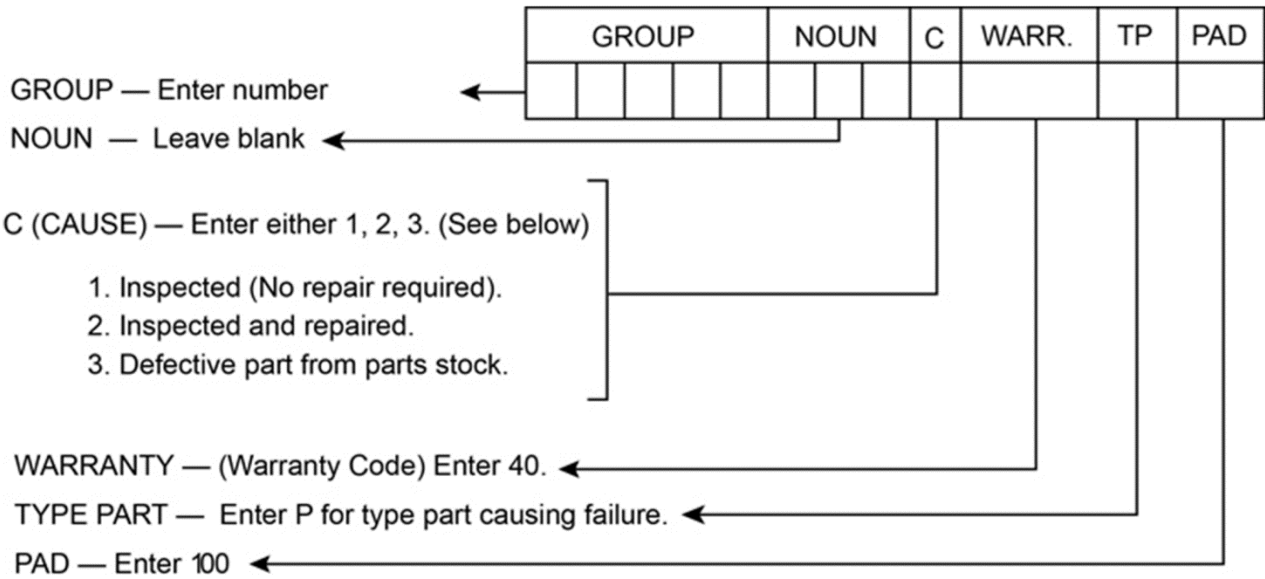
**WARRANTY CLAIMS**

Warranty claim expense is to be charged to Warranty. Claims are to be submitted in the normal manner, making reference to Field Service Campaign 18114.

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 18114 activity must be submitted by 06 December 2019 or within the normal warranty period for the component, if after 06 December 2019.



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