



FIELD SERVICE CAMPAIGN – 19103

28 March 2019

SUBJECT:

Shift Lever

MODELS INVOLVED:

International® MV™ Series

DEFECT DESCRIPTION:

Upper shift lever may contact floor park brake shroud when in Reverse gear.

ELIGIBILITY:

This procedure applies ONLY to vehicles marked in the International® Service PortalSM with FSC 19103. Also complete any other open campaigns listed on the Service Portal at this time.

TOOLS REQUIRED:

Description	Tool Number
N/A	N/A

Table 1 Tools Information

PARTS REQUIRED:

NOTE: 3576514C91 and 3567325C95 are shipped to the dealer.

Part Number	Description	Quantity
3576514C91	Housing, Control with Lever	1
3567325C95	Lever, Transmission Shift Lever with Boot	1
FUL4301958	Gasket, Shift Lever Housing	1 (If Required)

Table 2 Parts Information

WORK INSTRUCTIONS

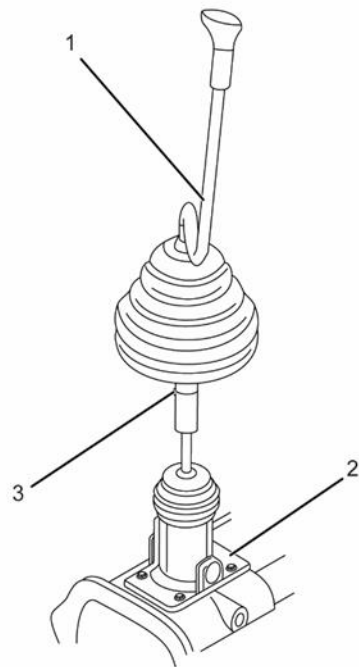
GOVERNMENT REGULATION: Engine fluid (oil, fuel, and coolant) may be a hazard to human health and the environment. Handle all fluid and other contaminated materials (such as filters and rags) in accordance with applicable State and Federal regulations. Recycle or dispose of engine fluids, filters, and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

WARNING! To prevent personal injury and / or death, or property damage, park the vehicle on hard flat surface, turn the engine off, set the parking brake, and attach chocks in front of and behind the wheels 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 property damage, keep flames, sparks, or other heat sources away from the vehicle and do not smoke while servicing the vehicle's batteries. Batteries expel gases which may cause an explosion resulting in personal injury / death, or damage to property, avoid contact with any heat sources.

1. Park vehicle on flat surface.
2. Shift transmission to Park or Neutral and set parking brake.
3. Install wheel chocks.



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Figure 1. Upper Shift Lever Assembly

1. Shift lever
 2. Shift tower housing
 3. Set screw
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4. Access transmission main tower assembly to remove upper shift lever and set screw (Figure 1, Items 1 and 3). Save set screw for reuse and discard upper shift lever.
 - a. Remove upper shift lever and set screw (Figure 1, Items 1 and 3). Remove and discard shifter boot.
 - b. Remove and discard shift tower housing (Figure 1, Item 2). Save shift tower housing bolts for reuse.

5. Remove and discard shift tower housing (Figure 1, Item 2). Save shift tower housing bolts for reuse:
 - a. If gasket is damaged, discard and replace with new gasket.
 - b. If gasket is undamaged, gasket can be reused.
6. Install new or undamaged gasket onto main case.
7. Position new shift tower assembly onto gasket and main case. Install shift tower cap bolts. Using torque wrench, tighten screws to 20 - 25 lb-ft (27 - 34 N·m).
8. Install upper shift lever and set screw. Tighten set screw securely. Ensure shifter boot is correctly seated.
9. Shift vehicle into Reverse. Make sure shift lever does not make contact with park brake shroud.
10. Shift transmission back into Park or Neutral.
11. Remove wheel chocks

LABOR INFORMATION

Operation number must appear on all claims.

Operation Number	Description	Time
A40-19103-1	Replace Gear Shift Lever Assembly	0.4 hr

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 19103.

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 19103 activity must be submitted by 28 March 2020 or within the normal warranty period for the component, if after 28 March 2020.

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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