



**FIELD SERVICE CAMPAIGN –
19107**

07 August 2019

SUBJECT:

International® CV™ Series Launch Shudder

MODELS INVOLVED:

International® CV™ Series

DEFECT DESCRIPTION:

Certain CV™ configurations may experience a shudder / vibration upon acceleration from a standstill.

ELIGIBILITY:

This procedure applies ONLY to vehicles marked in the International® Service PortalSM with FSC 19107. 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:

Part Number	Description	Quantity
3774121C1	Support bracket, center bearing	1
453976C1	Bolt, U, Style 65, 7/8 – 14 x 3.94 x 16	4
25549R1	Washer Flat 0.938 x 1.75 x .219 P	8
144425H	Nut, Hex Prev Torq Lt Reg Nylon, 7/8-14 Gr 8 ZN6A	8

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 State and Federal 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, or damage to property, 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, 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 a flat surface.
2. Shift transmission into Park or Neutral and set parking brake.
3. Install wheel chocks.
4. Turn ignition to Key OFF position.



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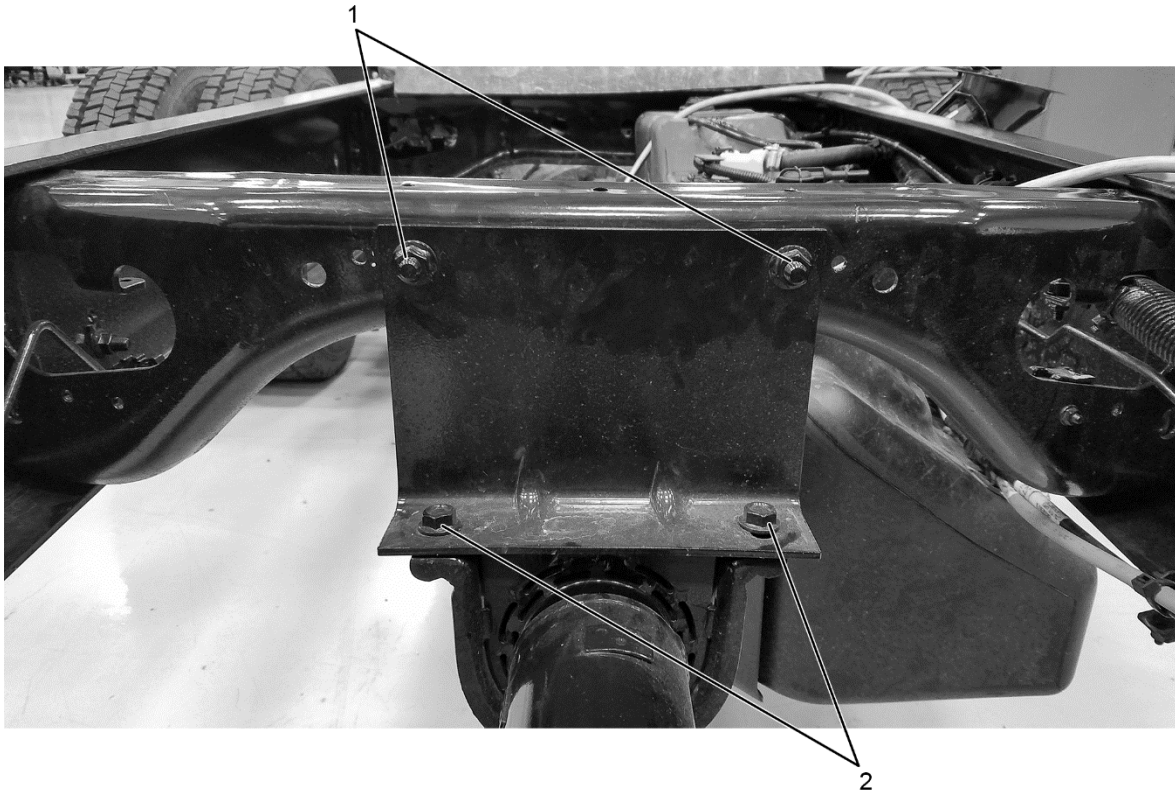
Figure 1. Second Center Bearing Bracket

1. Bracket

5. Locate the second (rearward) center bearing bracket (Figure 1, Item 1).

WARNING! To prevent personal injury and / or death, or damage to property, if the vehicle must be raised, do not work under the vehicle supported only by jacks. Jacks can slip or fall over.

6. Position a jack directly under center bearing for steps 7 through 9. This is for support only. Do not raise vehicle.

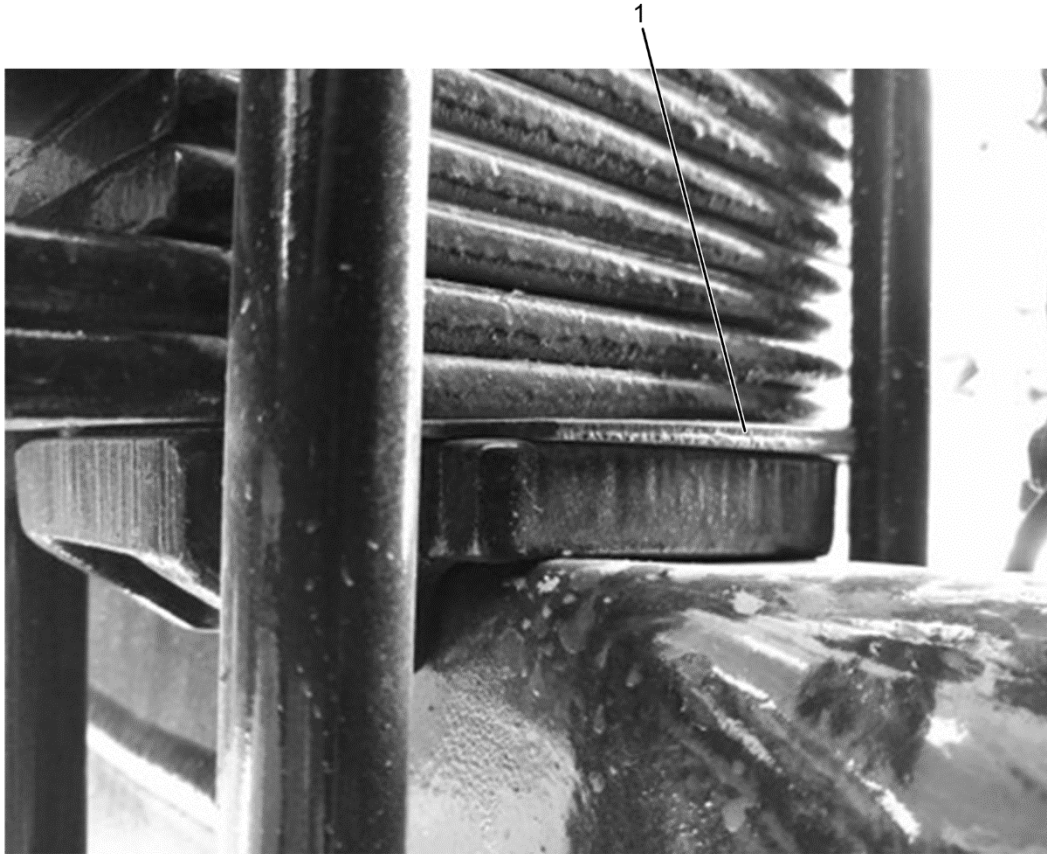


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Figure 2. Bracket Mounting Bolts

1. Bracket mount bolt (2)
2. Center bearing mount bolt (2)

7. Remove the two center bearing mount bolts (Figure 2, Item 2). Save bolts for reuse.
8. Remove the two bolts that secure the bracket to the frame (Figure 2, Item 1). Save bolts for reuse.
9. Replace existing bracket with new bracket (p/n 3774121C1). Using a torque wrench, tighten all four bolts to 90 - 100 lb-ft (122 - 135 N•m).
10. Remove jack from under center bearing.



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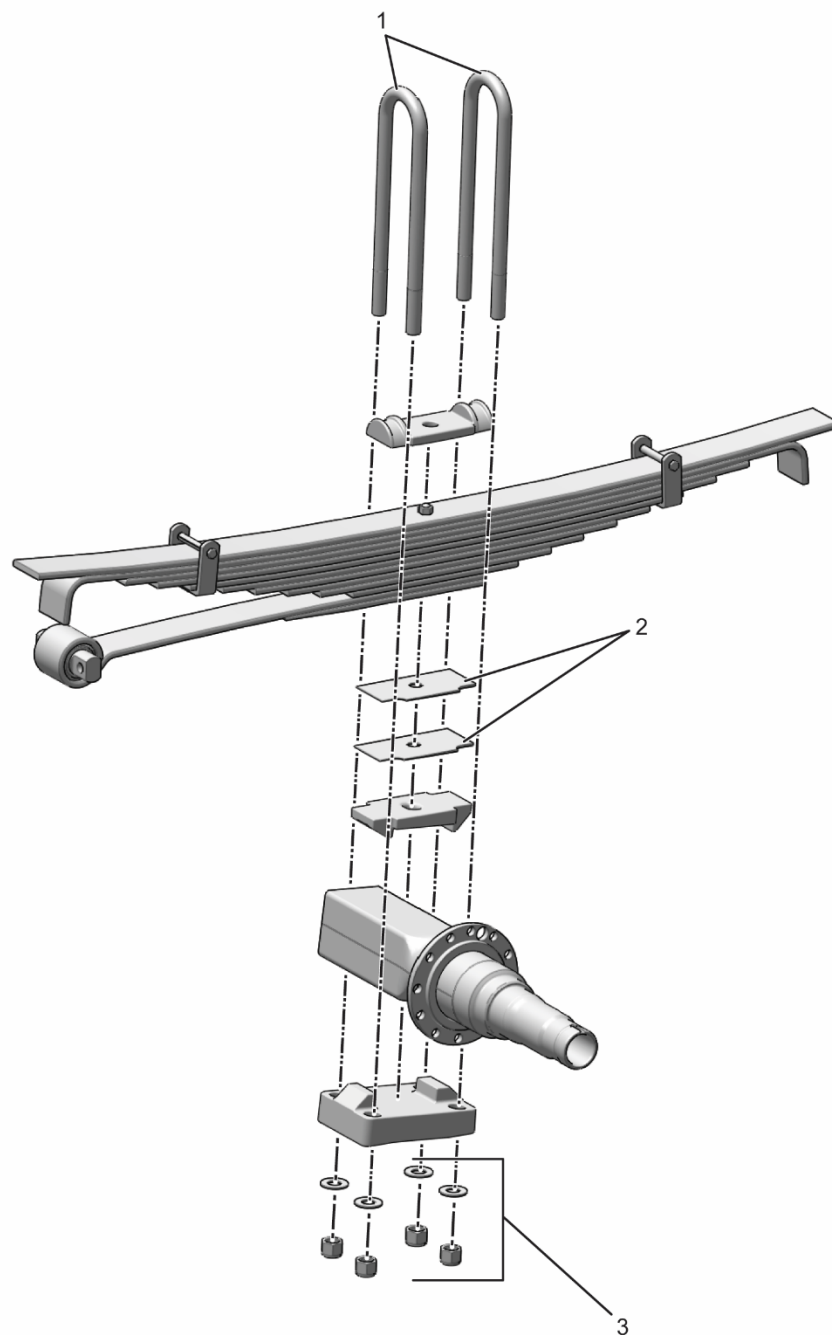
Figure 3. Rear Axle Leaf Springs

1. Shim

NOTE: Thicker portion of shim should face rear of vehicle.

11. Inspect both leaf springs at rear axle.

- a. If leaf springs are equipped with one wedge / shim (Figure 3, Item 1), proceed to Step 16.
- b. If leaf springs are equipped with two wedge / shims, proceed to Step 12.



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Figure 4. Rear Suspension (Exploded View)

1. U-bolt (2)
2. Shim (2)
3. Nut and washer (4 of each)

12. Remove nuts and washers (Figure 4, Item 3) from U-bolts (Figure 3, Item 1).
Discard nuts and washers.

13. Remove U-bolts and discard.
14. Remove one shim (Figure 4, Item 2). Discard shim.
15. Install new U-bolts, nuts, and washers. Using a torque wrench, tighten U-bolt nuts to 260 - 300 lb-ft (353 - 406 N•m).
16. Remove wheel chocks

LABOR INFORMATION

Operation number must appear on all claims.

Operation Number	Description	Time
A40-19107-1	Replace bearing bracket and inspect leaf springs	0.7 hrs
A40-19107-2	Remove one wedge / shim, both sides; if necessary	0.6 hrs

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 19107.

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 19107 activity must be submitted by 07 August 2020 or within the normal warranty period for the component, if after 07 August 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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