



FIELD SERVICE CAMPAIGN – 19104

04 September 2019

SUBJECT:

Switch Pack Assembly

MODELS INVOLVED:

International® LT®, RH™, and MV™ Series, LoneStar®, IC Bus® FE and SFC Series

DEFECT DESCRIPTION:

A deformation in the center post of the switch pack housing may cause one or more of the switches to become loose and / or pop out when depressed.

ELIGIBILITY:

This procedure applies ONLY to vehicles marked in the International® Service PortalSM with FSC 19104. Also complete any other open campaigns listed on the Service Portal at this time.

TOOLS REQUIRED:

No special tools required.

PARTS REQUIRED:

NOTE: Parts may not be needed for every VIN in population; dependant on outcome of inspection.

Part Number	Description	Quantity
4057689C3	HOUSING, SWITCH, 6 PACKAGE DIN MULTIPLEX	1 (If Necessary)

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, always wear safe eye protection when performing vehicle maintenance.

WARNING! To prevent personal injury, and / or death, or damage to property, 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 into Park or Neutral and set parking brake.
3. Turn ignition to Key OFF position.
4. Install wheel chocks.



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Figure 1. 3rd Position Switch.

1. Bottom half of switch

NOTE: Apply NORMAL pressure when pressing switch; DO NOT use excessive force.

NOTE: 3rd position switch shown in Figure 1 and Figure 2 may differ from switch in actual vehicle.

5. Press bottom half of 3rd position switch; third switch from left (Figure 1, Item 1).



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Figure 2. 3rd Position Switch

1. Top half of switch
6. Using fingers, grasp top half of switch (Figure 2, Item 1); try to pull switch out of socket.
 - a. If switch leaves socket, replace switch pack housing; refer to appropriate technician manual for detailed instructions. When switch pack housing has been replaced, proceed to Step 7.
 - b. If switch remains in socket, repeat Step 5 and Step 6 for each remaining switch.
7. Remove wheel chocks.

LABOR INFORMATION

Operation number must appear on all claims.

Operation Number	Description	Time
A40-19104-1	Inspection Only	0.2 hrs
A40-19104-2	Inspect and Replace Switch Pack	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 19104.

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 19104 activity must be submitted by 04 September 2020 or within the normal warranty period for the component, if after 04 September 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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