



FIELD SERVICE CAMPAIGN – 20105

August 18 2020

SUBJECT:

Telematics N2 Module

MODELS INVOLVED:

Certain International® LT® Series, RH™ Series, and LoneStar® vehicles built 08 July 2019 thru 31 January 2020. All other vehicles built during this period have either been repaired prior to shipment or determined to not require this repair.

DEFECT DESCRIPTION:

The telematics module may not “call home,” resulting in an inability to perform over-the-air programming.

ELIGIBILITY:

This procedure applies ONLY to vehicles marked in the International® Service PortalSM with FSC 20105. 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
4129174C3	Module, N2 Telematics	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 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 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 vehicle ignition to Key OFF position.
4. Install wheel chocks.
5. Remove Telematics N2 module. See appropriate service manual for detailed instructions.
6. Install new Telematics N2 module. See appropriate service manual for detailed instructions.
7. Remove wheel chocks.

END OF SERVICE PROCEDURE

LABOR INFORMATION

Operation number must appear on all claims.

Operation Number	Description	Time
A40-20105-1	Replace Telematics N2 Module	0.3 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 20105.

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 20105 activity must be submitted by 18 August 2021 or within the normal warranty period for the component, if after 18 August 2021.

	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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