



FIELD SERVICE CAMPAIGN – 20107

18 September 2020

SUBJECT:

Air Conditioning (A/C) Refrigerant Charge

MODELS INVOLVED:

International® HX® Series built 10 June 2019 thru 27 August 2019

DEFECT DESCRIPTION:

The A/C refrigerant system may be overcharged resulting in excessive cooling fan operation and reduced fuel economy. All other vehicles built during this period have either been repaired prior to shipment or determined to not require this repair.

ELIGIBILITY:

This procedure applies ONLY to vehicles marked in the International® Service PortalSM with FSC 20107. Also complete any other open campaigns listed on the Service Portal at this time.

TOOLS REQUIRED:

Description	Tool Number
Robinaire A/C Machine	34988

Table 1 Tools Information

PARTS REQUIRED:

Part Number	Description	Quantity
4182373C1	Graphic Label, Refrigerant Charge	1
Source Locally	Refrigerant	As Necessary

Table 2 Parts Information

WORK INSTRUCTIONS

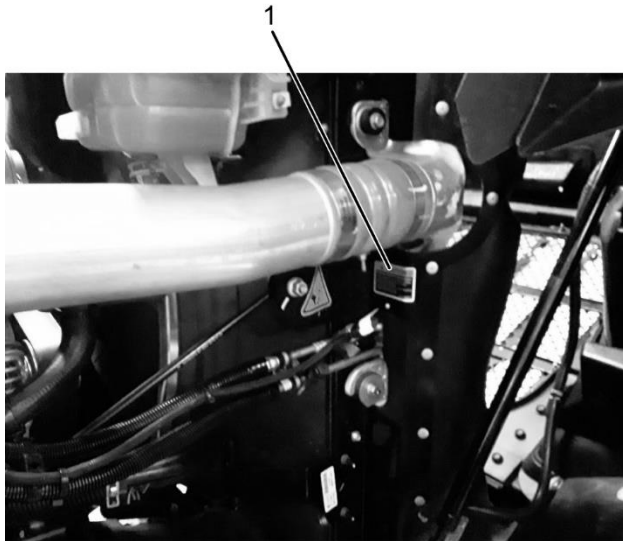
GOVERNMENT REGULATION: Engine fluid (oil, fuel, and coolant) may be a hazard to human health and the environment. Handle all fluid and other contaminated materials (such as filters and rags) in accordance with applicable regulations. Recycle or dispose of engine fluids, filters, and other contaminated 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 ignition to Key OFF position.
4. Install wheel chocks.
5. Unlatch and open hood.
6. Evacuate air conditioning refrigerant system. Refer to appropriate technician manual for detailed instructions.



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Figure 1. Label

1. Label location
7. Locate existing label on upper passenger-side of cooling package (Figure 1, Item, 1).
8. Clean existing label and surrounding area of any dirt / grease.
9. Peel backing off new label.
10. Apply new label directly over existing label. Smooth out ripples.
11. Charge refrigerant system to 2.5 lb as specified on new label installed in Step 10. Refer to appropriate technician manual for detailed instructions.
12. Close and latch hood.
13. Remove wheel chocks.

LABOR INFORMATION

Operation number must appear on all claims.

Operation Number	Description	Time
A40-20107-1	Install Label, Evacuate and Recharge A/C	0.5 hrs

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 20107.

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 20107 activity must be submitted by 18 September 2021 or within the normal warranty period for the component repaired, if after 18 September 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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