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## FIELD SERVICE CAMPAIGN – 21104

14 July 2021

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### SUBJECT:

Vertical Stack Slider Pivot Support

### MODELS INVOLVED:

International® HX® Series Trucks with International® A26 or Cummins® X15 engines.

### DEFECT DESCRIPTION:

Certain International® HX® Series trucks with International® A26 or Cummins® X15 engines may have been built with an undersized exhaust slider isolator resulting in premature wear of the isolator and increased noise.

### ELIGIBILITY:

This procedure applies ONLY to vehicles marked in the International® Service Portal<sup>SM</sup> with FSC 21104. Also complete any other open campaigns listed on the Service Portal at this time.

### TOOLS REQUIRED:

No special tools required.

### PARTS REQUIRED:

**NOTE:** Please submit Tool Case File to order 4146378C4 and or call the Product Support Center 1-800-336-4500.

| Part Number | Description | Quantity |
|-------------|-------------|----------|
| 4146378C4   | Support     | 1        |

**Table 1** Parts Information

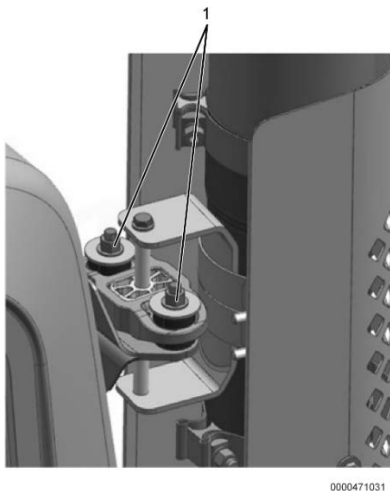
### WORK INSTRUCTIONS

**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 a flat surface.
2. Shift transmission into Park or Neutral and set parking park.
3. Turn ignition to Key OFF position.
4. Install wheel chocks.

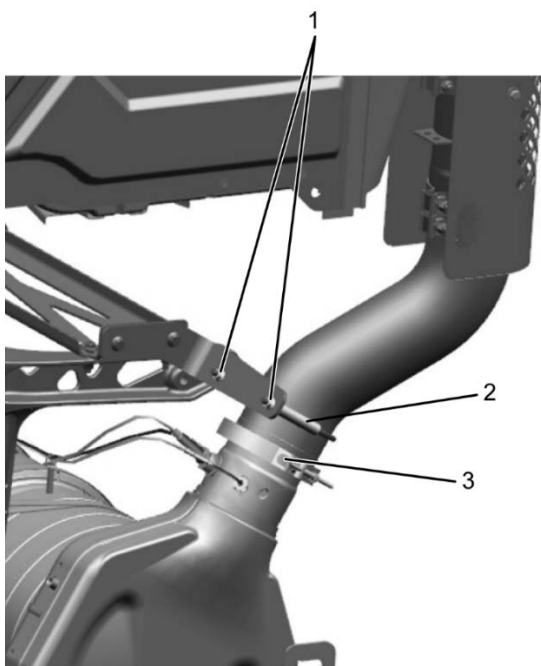


**Figure 1. Pivot Support Assembly**

1. Pivot support mount nut (2)

**WARNING!** To prevent personal injury and / or death, before removing vertical stack, make sure that the exhaust has sufficiently cooled.

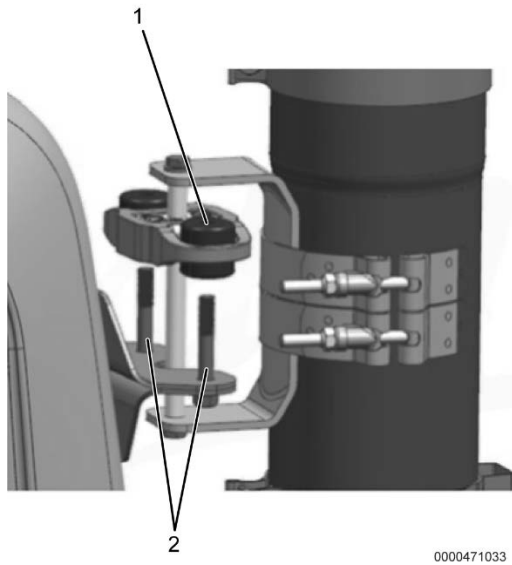
5. Remove pivot support mount nuts and washers (Figure 1, Item 1).



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**Figure 2. U-Bolt Clamp and Exhaust Clamp**

1. U-bolt nut (2)
  2. U-bolt clamp
  3. Exhaust clamp
6. Remove exhaust clamp (Figure 2, Item 3).
7. Remove both U-bolt nuts (Figure 2, Item 1) and U-bolt clamp (Figure 2, Item 2).



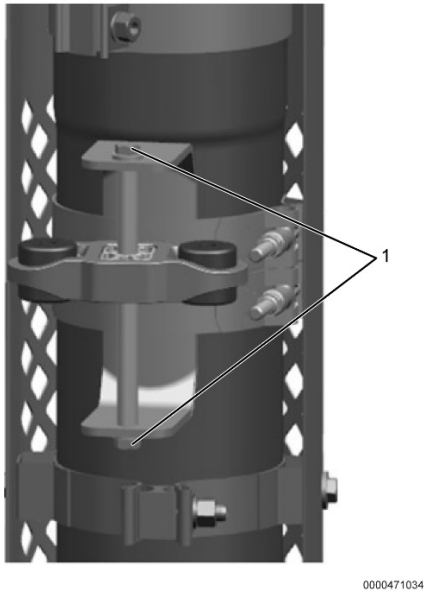
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**Figure 3. Support Assembly (Heat Shield Not Shown for Clarity)**

1. Pivot support assembly
2. Support stud (2)

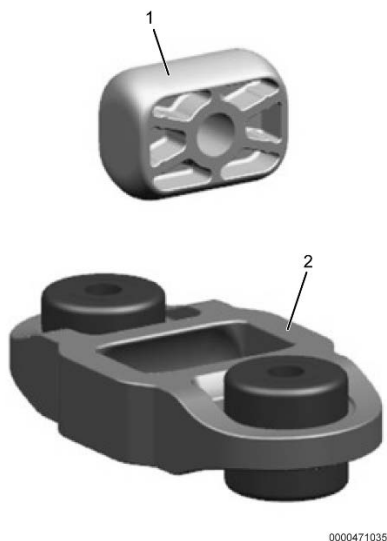
**NOTE: The heat shield does not require removal in order to perform the following repair.**

8. Slide up pivot support assembly and mounts (Figure 3, Item 1).
9. Remove vertical stack assembly and S-pipe from aftertreatment.



**Figure 4. Vertical Stack Rod**

1. Rod bolt (2)
10. Remove both rod bolts (Figure 4, Item 1).
11. Remove rod from pivot support.



**Figure 5. Pivot Support Assembly**

1. Pivot support
  2. Pivot support assembly
12. Rotate pivot support 90 degrees (Figure 5, Item 1) and remove pivot support assembly (Figure 5, Item 2).
  13. Install new pivot support in pivot support assembly.
  14. Install rod in pivot support.
  15. Install rod bolts (Figure 4, Item 1). Using a torque wrench, tighten rod bolts to 24 lb-ft (32.53 N•m).
  16. Install vertical stack to aftertreatment, install pivot support assembly (Figure 3, Item 1) and mounts to support studs (Figure 3, Item 2).
  18. Install U-bolt clamp (Figure 2, Item 2) and both U-bolt nuts (Figure 2, Item 1). Using a torque wrench, tighten U-bolt nuts to 28 lb-ft (37.96 N•m).
  19. Install exhaust clamp (Figure 2, Item 3). Using a torque wrench, tighten nut to 8 lb-ft (10.84 N•m).
  20. Install pivot support mount nuts and washers (Figure 1, Item 1). Using a torque wrench, tighten nuts to 30 lb-ft (40.67 N•m).
  20. Start engine and verify no exhaust leaks.
  21. Turn ignition to Key OFF.
  22. Remove wheel chocks.

## LABOR INFORMATION

Operation number must appear on all claims.

| Operation Number | Description                                  | Time    |
|------------------|----------------------------------------------|---------|
| A40-21104-1      | Single Vertical Exhaust – Cab Mounted, R & R | 1.2 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 21104.

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 21104 activity must be submitted by 14 July 2022 or within the normal warranty period for the component repaired, if after 14 July 2022.

| 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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