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## FIELD SERVICE CAMPAIGN – 21106R1

20 August 2021

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### SUBJECT:

Telematics Module

### MODELS INVOLVED:

International® LT® and RH™ Series trucks with International® A26 and Cummins® X15 engines.

### DEFECT DESCRIPTION:

Certain International® LT® and RH™ Series trucks may have been built without a telematics module.

### REASON FOR REVISION

Parts section has been updated.

### ELIGIBILITY:

This procedure applies ONLY to vehicles marked in the International® Service Portal<sup>SM</sup> with FSC 21106. Also complete any other open campaigns listed on the Service Portal at this time.

### TOOLS REQUIRED:

No special tools required.

### PARTS REQUIRED:

| Part Number | Description                                          | Quantity                  |
|-------------|------------------------------------------------------|---------------------------|
| 4129174C4   | Module, Module Telematics                            | 1                         |
| 3765272C1   | Screw, M4.2 X 20 mm Bolt ASM, Hex Head W / Flat WSHR | 2 (Daycab)<br>2 (Sleeper) |
| 3765281C1   | SCREW, DELTA PT, M4 X 12                             | 2 (Sleeper)               |

**Table 1** Parts Information

## WORK INSTRUCTIONS

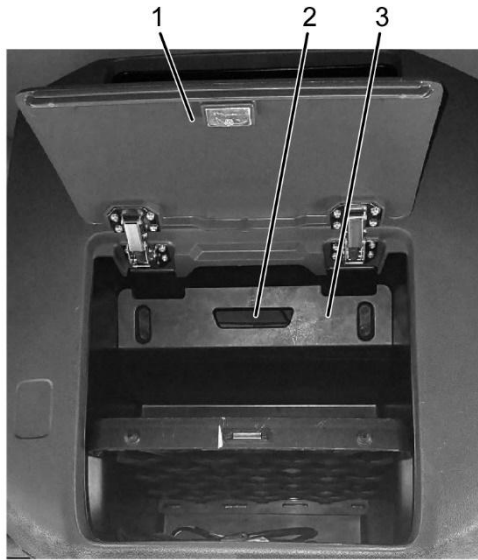
**WARNING!** To prevent personal injury and / or death, or damage to property, park vehicle on hard flat surface, turn the engine off, set the parking brake, and install wheel chocks to prevent the vehicle from moving in both directions.

**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.

**WARNING!** To prevent personal injury and / or death, or damage to property, remove the ground cable from the negative terminal of the battery before disconnecting any electrical components. Always connect the ground cable last.

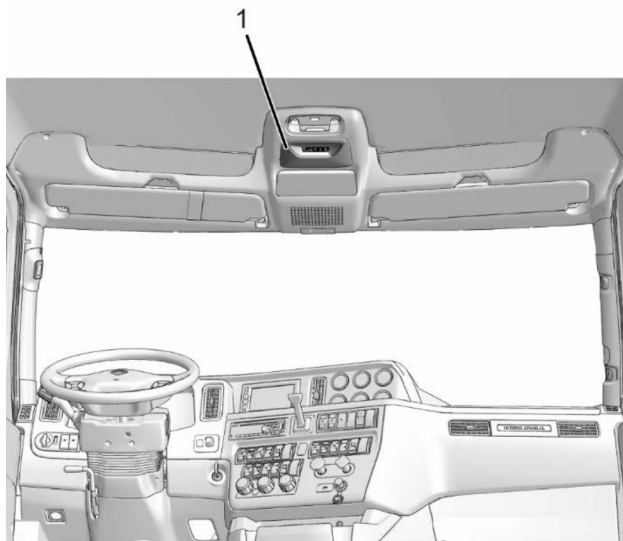
1. Park vehicle on a flat surface.
2. Shift transmission into Park or Neutral and set parking brake.
3. Turn ignition to Key OFF position.
4. Install wheel chocks.



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**Figure 1. High Roof Overhead Console**

1. Access panel (open position)
2. Telematics module location
3. Holding module assembly



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**Figure 2. Low Roof Overhead Console**

1. Trim panel

**CAUTION!** To prevent damage to property, remove and / or install interior trim components carefully to avoid damage to components.

5. Access overhead console for telematics module compartment:

- A. High Roof Overhead Console (Figure 1): open access panel (Figure 1, Item 1). Remove holding module assembly bolts and remove holding assembly (Figure 1, Item 3). Save assembly bolts for telematics module installation.
- B. Low Roof Overhead Console (Figure 2): Disengage and remove trim panel (Figure 2, Item 1) from overhead console. Save components for telematics module installation.

6. Install new telematics module. Refer to technician manual for detailed instructions.

7. Turn ignition to Key ON position.

**NOTE: Once the telematics module has been properly installed, icons located on the front of the module will turn on, indicating that the unit is working. Required updates to the module will occur once a connection to a cellular network has been established.**

8. Verify that the telematics module is powered ON.

9. Turn ignition to Key OFF position.

10. Close high roof overhead console access panel and / or reinstall low roof trim panel.

11. Remove wheel chocks.

## **LABOR INFORMATION**

Executive dealer council agreed to perform the module installation with the intension of only filing parts on the claim. No labor will be filed under this campaign.

## WARRANTY CLAIMS

**NOTE: This campaign covers parts only; do not include labor.**

Warranty claim expense is to be charged to Warranty. Claims are to be submitted in the normal manner, making reference to Field Service Campaign 21106.

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 21106 activity must be submitted by 06 August 2022 or within the normal warranty period for the component repaired, if after 06 August 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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