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**FIELD SERVICE CAMPAIGN – 21114**

15 December 2021

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**SUBJECT:**

Torque Rods

**MODELS INVOLVED:**

Certain International® HV™ models built with 6 X 6 Configuration.

**DEFECT DESCRIPTION:**

Driveline vibration and reduced driveline performance may occur due to incorrect rear axle pinion angles.

**ELIGIBILITY:**

This procedure applies ONLY to vehicles marked in the International® Service Portal<sup>SM</sup> with FSC 21114. 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
1661923C92	Torque Rod, Suspension - Front	1
1661934C92	Torque Rod, Suspension - Rear	1

**Table 1** Parts Information

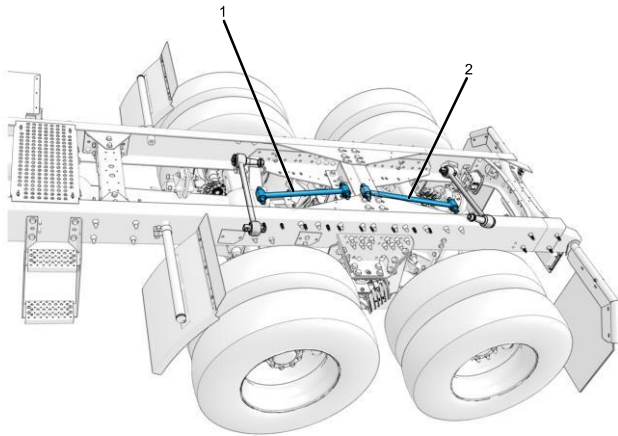
## WORK INSTRUCTIONS

**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 level 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. Rear Axles Torque Rods**

1. Front torque rod
  2. Rear torque rod
5. Remove front torque rod (Figure 1, Item 1). Save nuts and bolts for reuse. Discard torque rod.
  6. Install new front torque rod P/N 1661923C92 (Figure1, Item 1). Install bolts and nuts. Using torque wrench, tighten axle side nuts and bolts to 200-240 lb-ft (271-325 N·m) and cross-member side nuts and bolts to 265-325 lb-ft (359-440 N·m).
  7. Remove rear torque rod (Figure 1, Item 2). Save nuts and bolts for reuse. Discard torque rod.
  8. Install new rear torque rod P/N 1661934C92 (Figure 1, Item 2). Install bolts and nuts. Using torque wrench, tighten axle side nuts and bolts to 200-240 lb-ft (271-325 N·m) and cross-member side nuts and bolts to 265-325 lb-ft (359-440 N·m).
  9. Remove wheel chocks.

**LABOR INFORMATION**

Operation number must appear on all claims.

Operation Number	Description	Time
A40-21114-1	Replace Two Torque Rods	1.0 hr

**Table 2** Labor Information

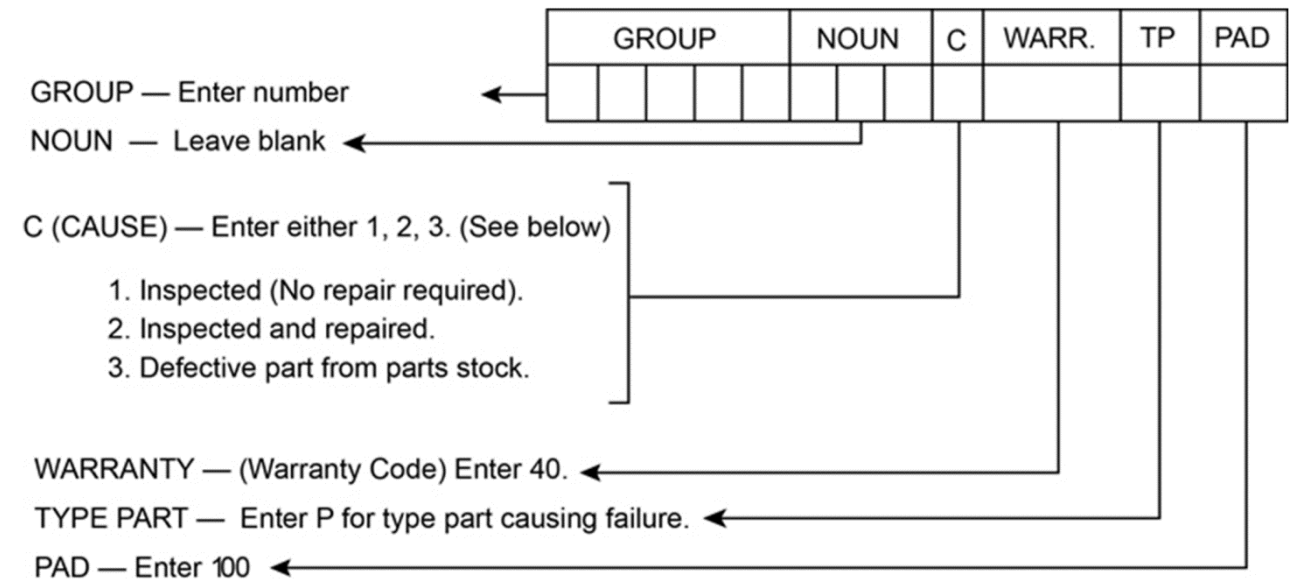
**WARRANTY CLAIMS**

Warranty claim expense is to be charged to Warranty. Claims are to be submitted in the normal manner, making reference to Field Service Campaign 21114.

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 that this important improvement is made in a timely manner, all claims for 21114 activity must be submitted by 15 December 2022 or within the normal warranty period for the component repaired, if after 15 December 2022.



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