



FIELD SERVICE CAMPAIGN – 21123

21 December 2021

SUBJECT:

Rear Heating Ventilation and Air Conditioning (HVAC)

MODELS INVOLVED:

International® HX® Series Trucks

DEFECT DESCRIPTION:

The No Idle HVAC blower motor may stay ON when ignition is turned to Key OFF position resulting in a battery draw.

ELIGIBILITY:

This procedure applies ONLY to vehicles marked in the International® Service PortalSM with FSC 21123. Also complete any other open campaigns listed on the Service Portal at this time.

TOOLS REQUIRED:

Description	Tool Number
Tool, Terminal Release	TXT126870334

Table 1 Tools Information

PARTS REQUIRED:

Part Number	Description	Quantity
476074C1	Nut, Battery Terminal 3/8-inch UNC (One Time Use)	1

Table 2 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 level surface.
2. Shift transmission into Park or Neutral and set parking brake.
3. Turn ignition to Key OFF position.
4. Install wheel chocks.
5. Disconnect and isolate negative battery cable on main vehicle battery. Discard battery terminal nut.



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Figure 1. Sleeper Luggage Compartment

1. Sleeper Power Distribution Module (PDM)
6. Open driver-side luggage door to access sleeper PDM (Figure 1, Item 1).
7. Carefully remove sleeper PDM cover.

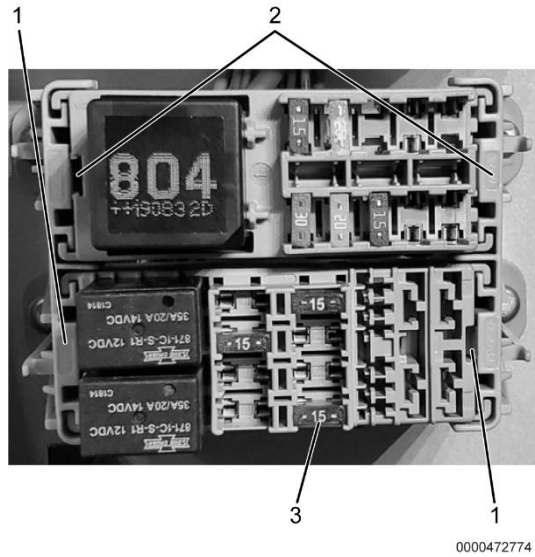


Figure 2. Sleeper PDM

1. Lower PDM support locking tab (2)
2. Upper PDM support locking tab (2)
3. 15 AMP HVAC fuse

8. Remove 15 AMP HVAC fuse (Figure 2, Item 3).
9. Using a small flat screwdriver, disengage PDM support locking tabs (Figure 2, Items 1 & 2) and remove upper and lower sleeper PDM from support.
10. Remove upper sleeper PDM terminal lock. Save for reuse.
11. Remove lower sleeper PDM terminal lock. Save for reuse.

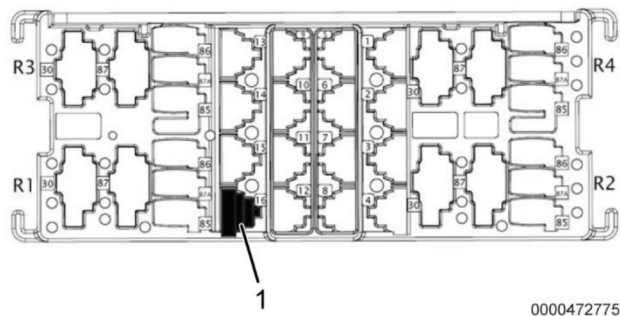
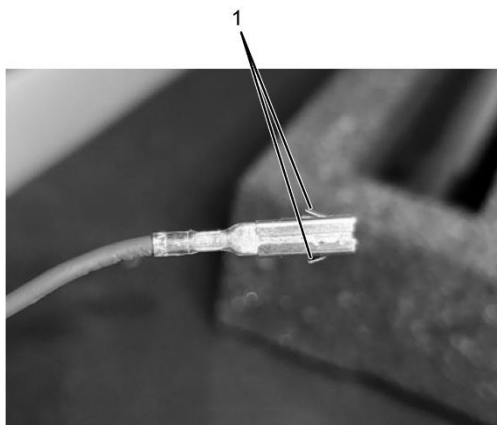


Figure 3. 4002 Lower Sleeper PDM

1. Cavity 16

12. Using terminal release tool, remove terminal wire H01-174-BLA from cavity 16 (Figure 3, Item 1).

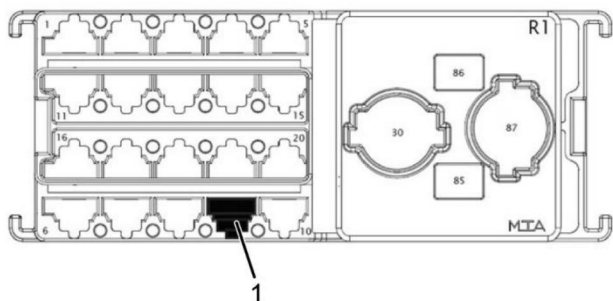


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Figure 4. Terminal Tab

1. Tab (2)

13. Ensure two terminal tabs (Figure 4, Item 1) are slightly extended.



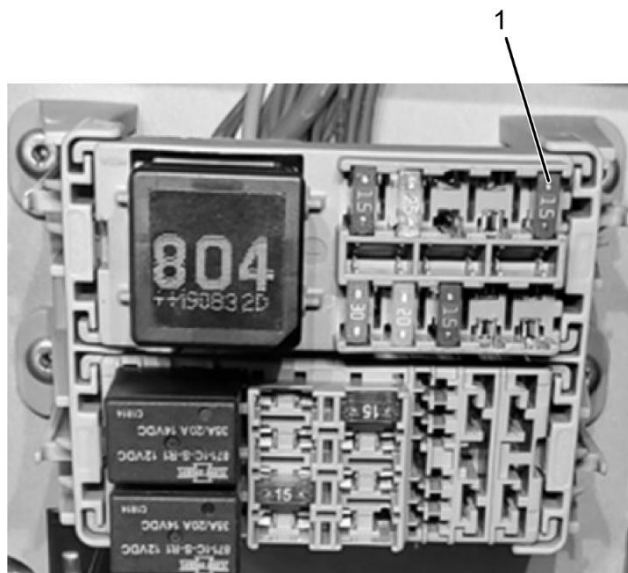
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Figure 5. 4001 Upper Sleeper PDM

1. Cavity 11

NOTE: Ensure that terminals are completely inserted into the connector.

14. Populate terminal wire H01-174-BLA into R/D 4001 cavity 11 position A (Figure 5, Item 1).
15. Install upper sleeper PDM terminal lock.
16. Insert lower sleeper PDM terminal lock.
17. Install upper PDM grid and lower PDM grid into bracket support.



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Figure 6. Sleeper PDM

1. New fuse location
18. Install previously removed 15 AMP HVAC fuse into new fuse location (Figure 6, Item 1).

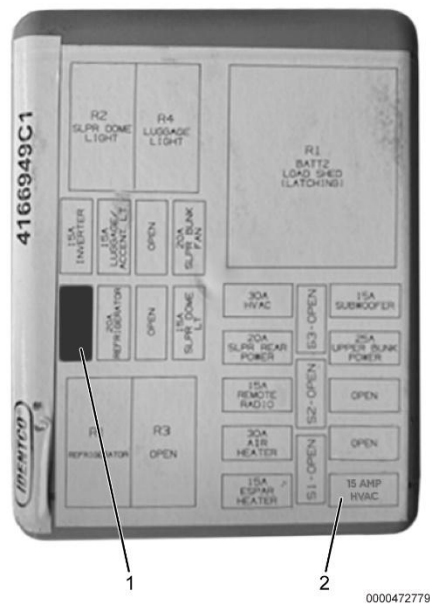


Figure 7. Sleeper PDM Cover

1. Fuse - old location
2. Fuse - new location

19. Using a black marker, cover 15 AMP HVAC letters of fuse old location (Figure 7, Item 1).
20. Using a black marker, rename new fuse location to 15 AMP HVAC (Figure 7, Item 2).
21. Install sleeper PDM cover.
22. Close driver-side luggage door.
23. Clean battery terminal with wire brush. Then clean with electrical contact cleaner and dry with shop air.
24. Apply BLUE dielectric grease to battery terminal stud, negative battery cable ring terminal, and threads of new battery stud nut.
25. Using new battery stud nut, reconnect negative battery cable to negative terminal on main vehicle battery and install new battery terminal nut.

26. Using torque wrench, tighten battery stud nut to 12 - 15 lb-ft (16 - 20 N•m).

27. Confirm operation:

A. If rear HVAC no idle operates with ignition Key ON, Engine OFF position, proceed to Step 28.

B. If rear HVAC no idle operates with ignition Key OFF position, repeat Steps 6 - 26.

28. Remove wheel chocks.

LABOR INFORMATION

Operation number must appear on all claims.

Operation Number	Description	Time
A40-21123 -1	Sleeper PDM Terminal and fuse Relocation	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 21123.

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 21123 activity must be submitted by 21 December 2022 or within the normal warranty period for the component repaired, if after 21 December 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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