



FIELD SERVICE CAMPAIGN – 21125

16 December 2021

SUBJECT:

Body Control Module (BCM) Programming

MODELS INVOLVED:

International® HX®, LT®, LoneStar® and RH™ Series trucks with ESPAR Heater

DEFECT DESCRIPTION:

Certain International® HX®, LT®, LoneStar® and RH™ Series trucks equipped with Feature Code 0597524 (ESPAR heater), may have an outdated BCM calibration that could result in the ESPAR heater not restarting under certain conditions.

ELIGIBILITY:

This procedure applies ONLY to vehicles marked in the International® Service PortalSM with FSC 21125. Also complete any other open campaigns listed on the Service Portal at this time.

TOOLS REQUIRED:

Description	Tool Number
EZ-Tech® or EST with Diamond Logic® Builder Software	N/A
Battery Charger 55 Amp	PSC550CC

Table 1 Tools Information

PARTS REQUIRED:

No parts required.

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.
5. Ensure that vehicle's current health report has been captured.
6. Connect battery charger / maintainer to vehicle battery.

NOTE: Only use NEXIQ USB link or NEXIQ USB LINK™ interface cables. Other varieties of cable may increase programming time or may be incompatible.

7. Using only NEXIQ USB link or NEXIQ USB LINK™ interface cables, connect EZ-Tech or EST to vehicle.

NOTE: Delete vehicle's VIN from Diamond Logic® Builder (DLB) before proceeding. Deleting vehicle's VIN enables DLB to be populated with vehicle's latest BCM data.

8. Turn vehicle ignition to Key ON, Engine OFF. Launch Diamond Logic Builder (DLB) software and click **SELECT** tab. Click on connect icon to stop reading if DLB connected automatically to vehicle. Delete vehicle's VIN if it appears in list.
9. Click on **CONNECT** icon to reconnect. DLB will detect vehicle's modules.

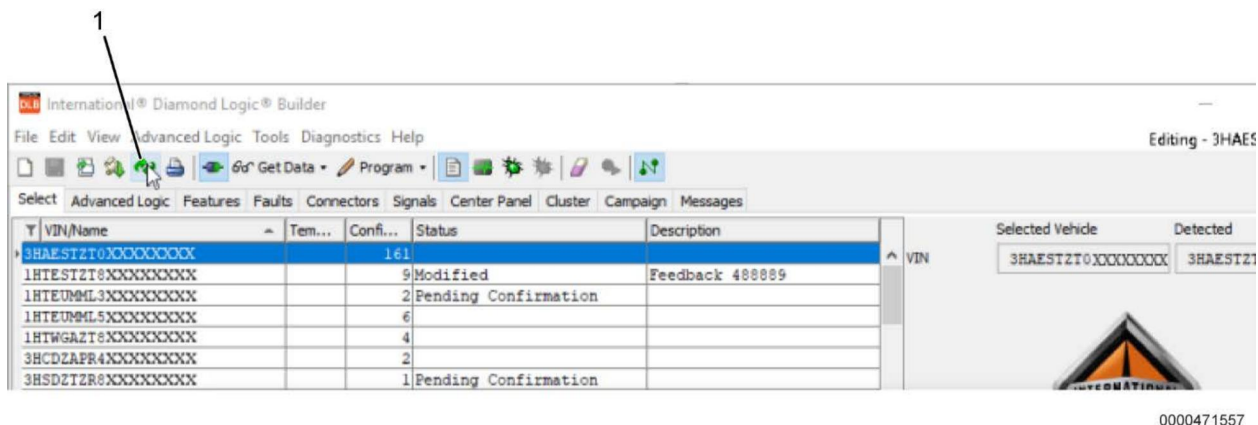


Figure 1. Update All Icon

1. Icon

NOTE: If messages about programming of BCM are displayed before you select Program icon, respond to prompts as needed. No prompts requiring a response will be displayed after you have selected Program icon.

NOTE: Programming could take as long as an hour. Headlights will turn on and off several times. Ensure that EZ-Tech® battery has sufficient charge to last for entire procedure.

10. Click on **UPDATE ALL** icon (Figure 1, Item 1) in toolbar. DLB will list latest module versions in kernel column.

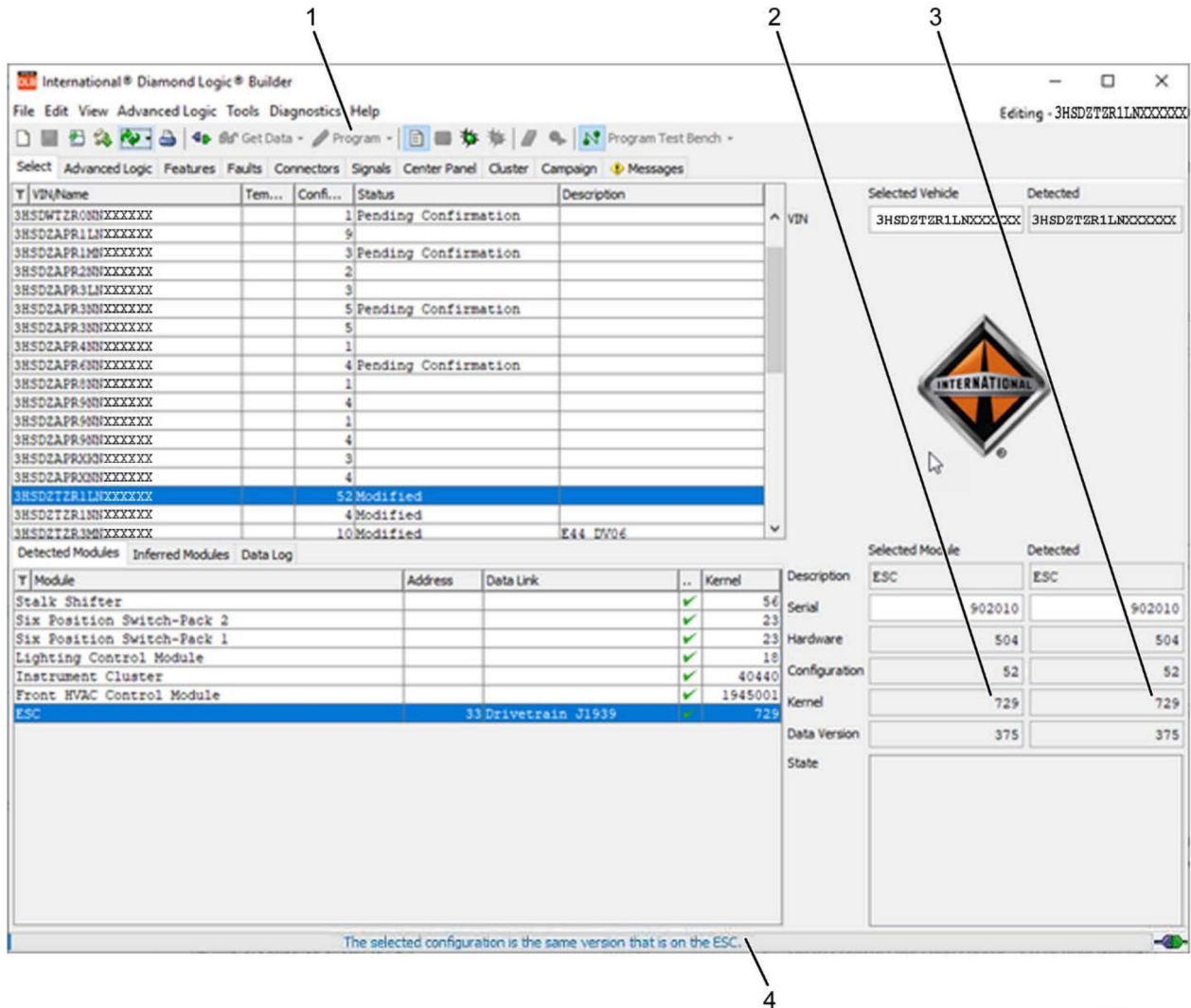


Figure 2. Programming Complete

1. Program button
2. Detected kernel version
3. Selected module kernel version
4. Status bar

NOTE: When update has been completed for selected module, kernel version listed in **Selected Module** column (Figure 2, Item 3) will match version listed in **Detected** column (Figure 2, Item 2). Also, status bar (Figure 2, Item 4) will display message: The selected configuration is the same that is on the ESC.

11. Click **PROGRAM** button (Figure 2, Item 1) in toolbar to begin updates. DLB will indicate programming status in status bar (Figure 2, Item 4) located at bottom of window.

12. Confirm that Electronic System Controller (ESC) module data version has been updated to 375 or higher.
13. Confirm that ESC module kernel version has been updated to 729 (Figure 2, Items 2 & 3) or higher.

NOTE: There may be pauses during update. Ensure that programming is complete before turning vehicle ignition to Key OFF and disconnecting EZ-Tech®.

14. Turn vehicle ignition to Key OFF.
15. Turn vehicle ignition to Key ON, Engine OFF to ensure all diagnostic trouble codes (DTCs) are read.
16. Enter **DIAGNOSTIC** mode and select **FAULTS** tab. Clear any listed DTCs. Refer to Diamond Logic® Builder Software (Basic Programming and Diagnostics Only) Diagnosing and Clearing Fault Codes section for detailed instructions.
17. Repeat Step 16 as needed to clear all inactive DTCs.
18. Turn ignition to Key OFF position.
19. Disconnect interface connector from diagnostic port.
20. Disconnect battery charger / maintainer from vehicle battery.
21. Remove wheel chocks.

LABOR INFORMATION

Operation number must appear on all claims.

Operation Number	Description	Time
A40-21125-01	Electronic System Controller (ESC - Cab), Program	0.3 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 21125.

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 21125 activity must be submitted by 16 December 2022 or within the normal warranty period for the component repaired, if after 16 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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