



FIELD SERVICE CAMPAIGN – 21116

25 January 2022

SUBJECT:

Grille Assembly Replacement

MODELS INVOLVED:

Certain International® HV™ Series trucks and WorkStar® Model trucks

DEFECT DESCRIPTION:

Certain International® HV™ Series trucks and WorkStar® Model trucks may have grilles that may experience premature bubbling or peeling.

ELIGIBILITY:

This procedure applies ONLY to vehicles marked in the International® Service PortalSM with FSC 21116. Also complete any other open campaigns listed on the Service Portal at this time.

TOOLS REQUIRED:

No special tools are required

PARTS REQUIRED:

Part Number	Description	Quantity
Source Locally	Cable Tie Strap	3 (If needed)
3825885C93	Grille, Painted Chrome with Bug Screen	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.

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

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

5. Unlatch and open hood.
6. Remove grille assembly. Refer to service manual for grille assembly remove and installation instructions. This information is found under: Front End / Hood and Grille / Grille / Removal.
7. Install grille assembly. Refer to service manual for grille assembly remove and installation instructions. This information is found under: Front End / Hood and Grille / Grille / Installation.
8. Close and latch hood.
9. Remove wheel chocks

LABOR INFORMATION

Operation number must appear on all claims.

Operation Number	Description	Time
A40-21116-1	Grille Assembly Replace	0.4 hrs.

Table 2 Labor Information

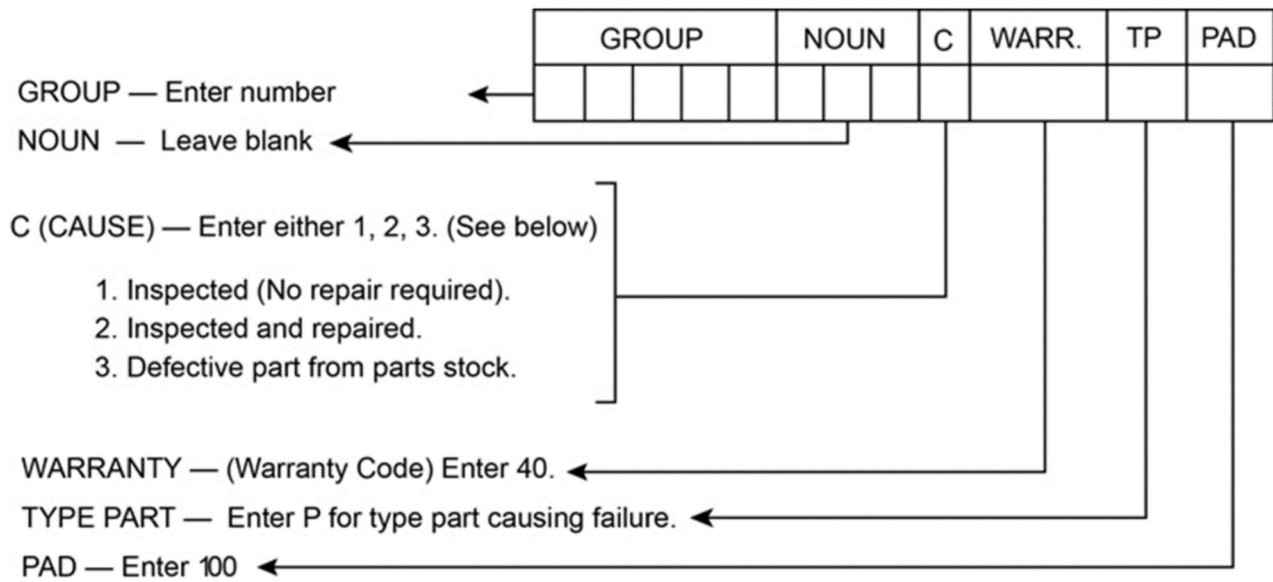
WARRANTY CLAIMS

Warranty claim expense is to be charged to Warranty. Claims are to be submitted in the normal manner, making reference to Field Service Campaign 21116.

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 21116 activity must be submitted by 25 January 2023 or within the normal warranty period for the component repaired, if after 25 January 2023.



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