



FIELD SERVICE CAMPAIGN – 21120

25 January 2022

SUBJECT:

Grille and / or Surround 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 21120. Also complete any other open campaigns listed on the Service Portal at this time.

TOOLS REQUIRED:

No special tools needed

PARTS REQUIRED:

Part Number	Description	Quantity
Source Locally	Cable Tie Strap	3 (If needed)
3613675C95	Grille, Surround Assy Chrome	1
3825885C93	Grille, Painted Chrome with Bug Screen	1

Table 1 Parts Information

WORK INSTRUCTIONS

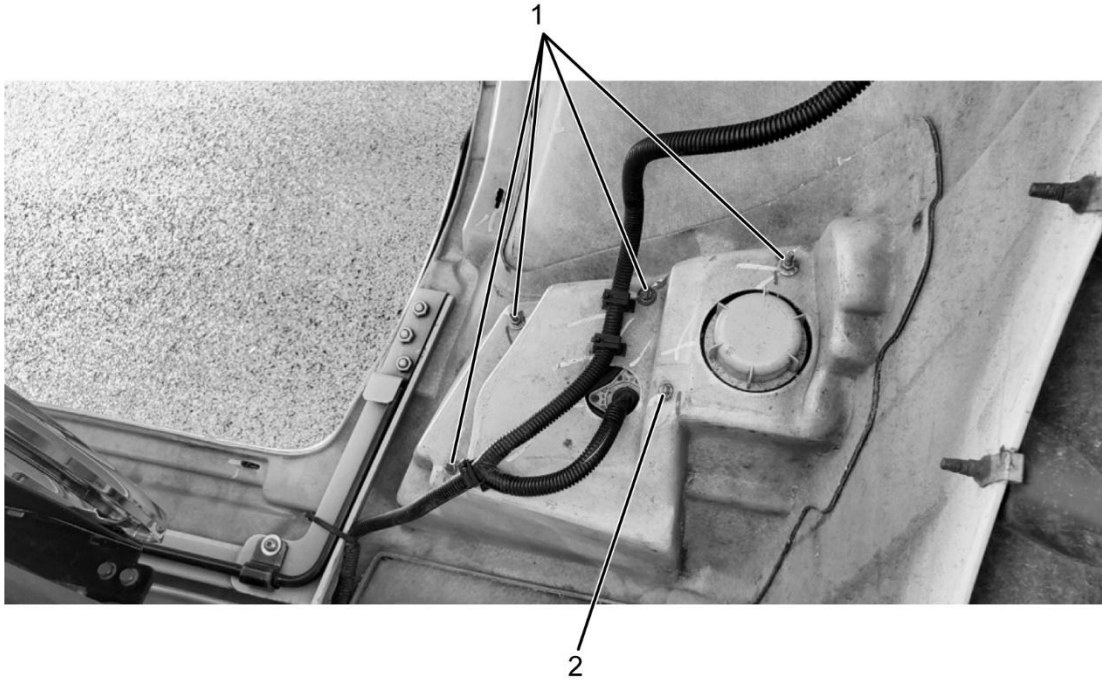
WARNING! To prevent personal injury and / or death, or damage to property, park vehicle on hard flat surface, turn the engine off, set the parking brake, and install wheel chocks to prevent the vehicle from moving in both directions.

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. For grille assembly removal and installation go to Step 6. For grille surround assembly remove and installation go to Step 7.
6. Refer to appropriate service manual for grille assembly remove and installation instructions. This information is found under: **Front End / Hood and Grille / Grille**
7. Unlatch and open hood.



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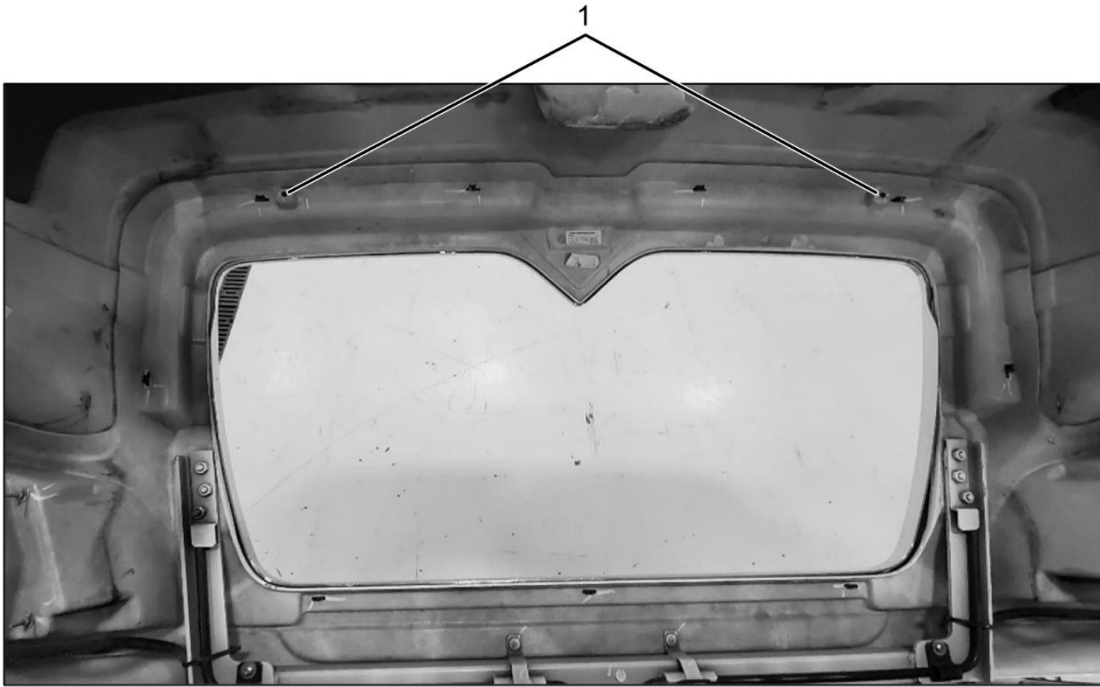
Figure 1. Passenger-side Headlight Assembly

1. Headlight assembly nut (4)
2. Headlight assembly bolt

CAUTION! To prevent damage to property, prior to removing the last headlight assembly nut, support the passenger-side headlight assembly. If assembly is not properly supported the headlight assembly and / or harness can be damaged during removal.

8. Reuse passenger-side headlight assembly bolt (Figure 1, Item 2) and nuts (Figure 1, Item 1). Save bolts and nuts for reuse.

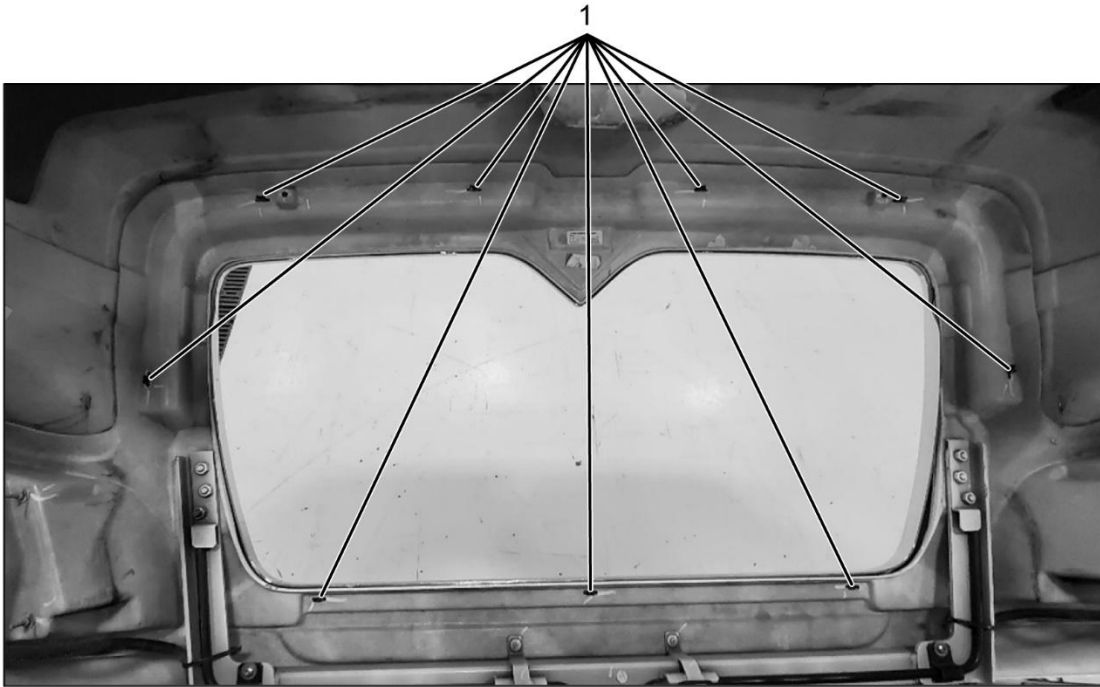
9. Position passenger-side headlight assembly to allow access to grille surround assembly.



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Figure 2. Hood Assembly

1. Surrounding assembly grille screw (2)
10. Remove surrounding assembly grille screw (Figure 2, Item 1) from top backside of surrounding assembly grille. Save screws for reinstallation.



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Figure 3. Hood assembly

1. Surrounding assembly grille retainer clip (9)

11. Disengage and remove surrounding assembly grille starting from the bottom right-side corner first (Figure 3, Item 1). Discard surrounding assembly grille.

12. Install surrounding assembly grille by inserting the left-side first then press firmly on a downward motion to seat surrounding assembly grille.

13. Reinstall surrounding assembly grille screw (Figure 2, Item 1). Tighten screws securely.

14. Reinstall headlight assembly bolt (Figure 1, Item 2) and headlight assembly nut (Figure 1, Item 1). Tighten headlight assembly nuts and headlight assembly bolt securely.

15. Close and latch hood.

16. Remove wheel chocks

LABOR INFORMATION

Operation number must appear on all claims.

Operation Number	Description	Time
A40-21120-1	Grille and / or Surround Assembly Replace	0.5 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 21120.

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 21120 activity must be submitted by 25 January 2023 or within the normal warranty period for the component repaired, if after 25 January 2023.

	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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