



FIELD SERVICE CAMPAIGN – 24106

25 August 2025

SUBJECT:

Air Conditioning Human Machine Interface (HMI) Panel and Electronic Control Unit (ECU) Software Update

MODELS INVOLVED:

International® eMV™ and IC Bus™ Electric CE Series vehicles

DEFECT DESCRIPTION:

Certain International® eMV™ and IC Bus™ Electric CE Series vehicles may log faults and alert the operator of an error regarding communications and overcurrent faults.

ELIGIBILITY:

This procedure applies ONLY to vehicles marked in the International® Service PortalSM with FSC 24106. Also complete any other open campaigns listed on the Service Portal at this time.

TOOLS REQUIRED:

Description	Tool Number	Quantity
Globus Programming Tool	22-249-01	1
USB Flash Drive	Included with programming tool	2
EZ-tech® or equivalent equipped with iKnow software	N/A	N/A

Table 1 Tools Information

PARTS REQUIRED:

No parts required

WORK INSTRUCTIONS

GOVERNMENT REGULATION: Engine fluid (oil, fuel, and coolant) may be a hazard to human health and the environment. Handle all fluid and other contaminated materials (such as filters and rags) in accordance with applicable regulations. Recycle or dispose of engine fluids, filters, and other contaminated materials according to applicable regulations.

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.

WARNING! To prevent personal injury and / or death, or damage to property, if the vehicle must be raised, do not work under the vehicle supported only by jacks. Jacks can slip or fall over.

WARNING! To prevent personal injury and / or death, NEVER service a high voltage vehicle without completing High-Voltage Safety training. Before working on vehicle, read and obey all High-Voltage Safety and Lock-Out Tag-Out procedures and information.

WARNING! To prevent personal injury and / or death, wear and use approved high-voltage Personal Protective Equipment (PPE) when near a high-voltage electric vehicle. Inspect PPE before use. Do not use gloves or other PPE with expired dates, holes, cracks or damage. NEVER touch energized ORANGE high-voltage cables or high-voltage components without wearing approved high-voltage PPE.

WARNING! To prevent personal injury and / or death, or damage to property, read all information in the Safety Information and High-Voltage Safety sections of the service manual.

1. Park vehicle on a flat, 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. Format both USB drives before downloading program.
6. Using EZ-Tech® equipped with iKnow software, access article [IK2300036](#).
7. Select appropriate software file based on equipped components from [IK2300036](#) and transfer to your laptop.
8. Transfer selected file to USB drive for HMI panel.
9. Remove HMI panel from mounting location and disconnect harness.



Figure 1. A/C Control Module Harness (Front View)

1. HMI panel
2. Program module
3. Programming harness
4. Power source



Figure 2. A/C Control Module Harness (Rear View)

1. A/C control module
 2. Program module with USB drive
 3. A/C control module port
10. Plug HMI panel (Figure 1, Item 1) into panel programming port via programming harness (Figure 1, Item 3) (**401.00.069**).
 11. Plug other end of programming harness (Figure 1, Item 3) into program module (Figure 1, Item 2) (**GL-P4SGL004**).
 12. Plug a 12V DC / 24V DC power source to programming harness (DC power jack) (Figure 1, Item 3). The EZ-Tech® power cable will connect to power source (DC power jack) (Figure 1, Item 4) on programming harness (Figure 1, Item 3).
 13. Install program module with USB drive (Figure 2, Item 2) into program module (Figure 1, Item 2) (**GL-P4SGL004**).



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Figure 3. Programming HMI Panel

1. Scroll up button
2. Scroll down button
3. Select button
4. Back button

14. Select option **Update SW>P6XXXNNN**. HMI panel will enter programming mode. Wait for completion until panel displays **Update OK** and percentage reflects 100%.

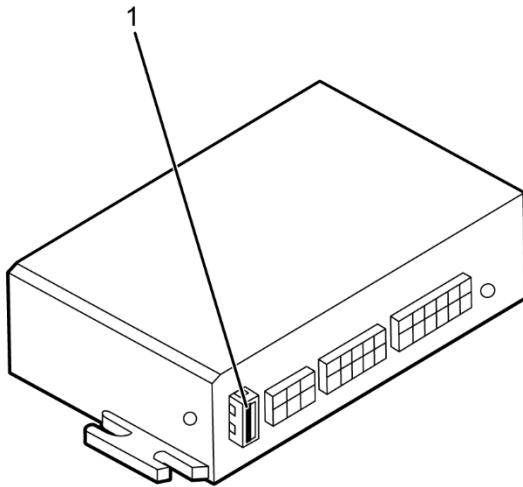


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Figure 4. Example of Checking Version Software

15. Verify that software version indicates correct version selected from [IK2300036](#) on HMI panel (Figure 1, Item 1). Press MAINTENANCE (wrench) button and choose **Views>Panel** option.
16. Once verified, disconnect power from programming harness (**401.00.069**) and connections from HMI panel (Figure 1, Item 1).
17. Connect HMI panel (Figure 1, Item 1) to vehicle harness. Install HMI panel to mounting location on vehicle.
18. Remove right-side dash panel to access the front and rear ECUs.

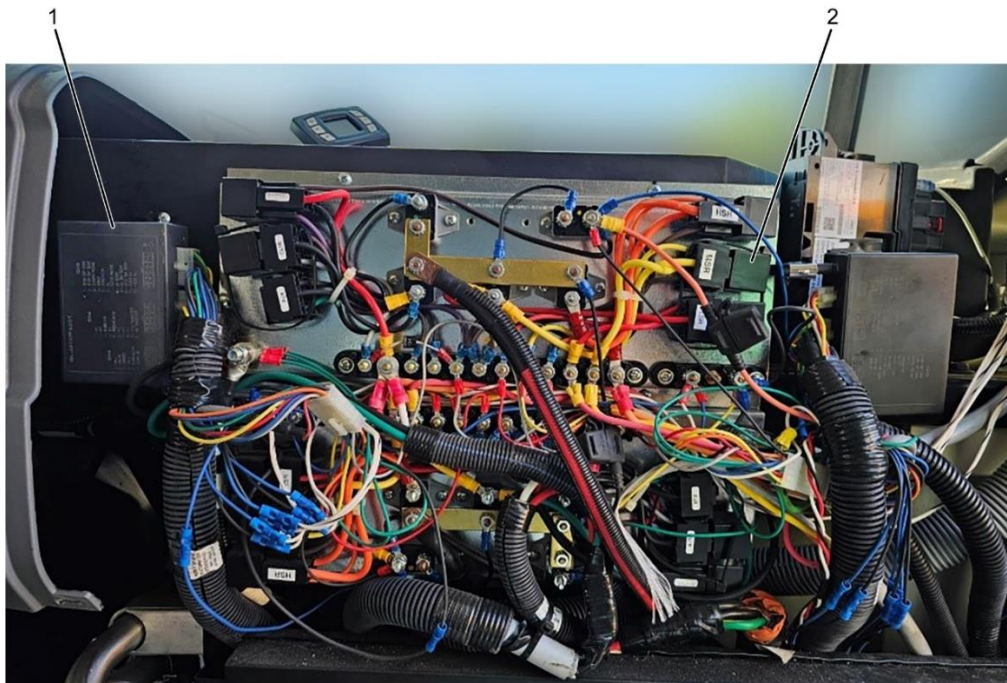
NOTE: Locations of the mounted ECUs may vary depending on vehicle build date.



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Figure 5. ECU Programming Port

1. Programming USB port



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Figure 6. Example of ECU locations

1. Front ECU
2. Rear ECU

19. Delete previous file from USB drive.

20. Transfer correct file for ECUs selected from [IK2300036](#) to USB drive.

NOTE: The programming harness is not needed to update the ECUs. Keep the ECUs connected to the harness and follow instructions below.

21. Ensure Key is in OFF position and modules are in sleep mode.

22. Connect USB drive to programming USB port (Figure 5, Item 1) on rear ECU (Figure 6, Item 2).

23. Turn ignition key to ON position. ECUs will power up and software update will start automatically.

NOTE: The ECU RED LED light will start to flash more rapidly, indicating the software is being programmed.

24. Wait at least 3 minutes for software update to complete.

25. Unplug USB drive from ECU.

NOTE: If you power OFF / ON with the USB drive connected, it will restart the updating process.

26. Turn ignition Key to OFF position.

27. Verify that rear software version indicates V1.2 on HMI panel. Press **MAINTENANCE** (wrench) button and choose **Views>Rear ECU**.



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Figure 7. Example of Checking ECU Software Version

28. Repeat Steps 19–24 for front ECU (Figure 6, Item 1).

29. Verify that front software version indicates V1.2 on HMI panel (Figure 1, Item 1). Press **MAINTENANCE** (wrench) button and choose **Views>Front ECU**.
30. Follow Step 27 to check rear ECU (Figure 6, Item 2).
31. Ensure both ECUs contains same software version.
32. Check operation of front and rear air conditioning systems.
33. Reinstall right-side ECU panel.
34. Remove wheel chocks.

LABOR INFORMATION

Operation number must appear on all claims.

Operation Number	Description	Time
A40-24106-1	HMI panel and ECU software update	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 24106.

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 FSC 24106 activity must be submitted by 25 August 2026 or within the normal warranty period for the component, if after 25 August 2026.

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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