

ON ISIS  
JUN 02 2021  
Compliance Dept

UNMAILED  
JUN 11 2021  
By: COMPLIANCE

# SERVICE PROCEDURE

21505  
MAY 2021

**SUBJECT: SAFETY RECALL**  
**International® A26 Engine in certain 2019 thru 2021  
LT® and RH® series trucks built 01/13/2018 thru  
12/06/2019**

## **DEFECT DESCRIPTION**

The connecting rod bushing over time may develop cracks or lose chunks of material which could lead to connecting rod engine failure. Connecting rod failure in some cases can result in engine shutdown with minimal warning; a stalled vehicle in or near the roadway can increase the risk of a vehicle crash.

## **MODELS INVOLVED**

This safety recall involves certain 2019 thru 2021 LT® and RH® series trucks built 01/13/2018 thru 12/06/2019 with International® A26 engines.

**NOTE: Even if the customer previously had recall 20504 (NHTSA recall 20V-255 / Transport Canada Recall 2021-240) performed on their vehicle, they are still required to bring their vehicle in again to get this updated engine calibration.**

## **ELIGIBILITY**

**NOTE: Engines found with a suspect connecting rod will be repaired under warranty in a separate claim section.**

This procedure applies ONLY to vehicles marked in the Navistar Service Portal with safety recall 21505. Also complete any other open campaigns listed on the Service Portal at this time.

## **TOOLS REQUIRED**

Description	Tool Number
EZ-Tech® or equivalent	N/A
NavKal™	N/A
Battery Charger 55 Amp	PSC550CC

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### **VEHICLE RECALL 21505**

## PARTS INFORMATION

**NOTE:** The repair will involve the installation of a detection system to warn the driver prior to engine connecting rod failure. There are no parts for this recall.

## SERVICE PROCEDURE

**WARNING!** TO PREVENT PROPERTY DAMAGE, PERSONAL INJURY, AND / OR DEATH, 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 PROPERTY DAMAGE, PERSONAL INJURY, AND / OR DEATH, 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, ALWAYS WEAR SAFE EYE PROTECTION WHEN PERFORMING VEHICLE MAINTENANCE.

**WARNING!** TO PREVENT PROPERTY DAMAGE, PERSONAL INJURY, AND /OR DEATH, ALLOW COMPONENTS IN ENGINE COMPARTMENT TO COOL BEFORE SERVICING ENGINE OR VEHICLE.

**WARNING!** TO PREVENT PROPERTY DAMAGE, PERSONAL INJURY, AND / OR DEATH, KEEP FLAMES OR SPARKS AWAY FROM VEHICLE AND DO NOT SMOKE WHILE SERVICING THE VEHICLE'S BATTERIES. BATTERIES EXPEL EXPLOSIVE GASES.

1. Bring vehicle into shop and park on flat surface.
2. Shift transmission to Park or Neutral and set parking brakes.
3. Turn vehicle ignition to Key OFF position.
4. Install wheel chocks.
5. Pull a Health Report from the vehicle.
6. Review the synthetic fault code to determine calibration scorecard status.

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### VEHICLE RECALL 21505

- a. If calibration scorecard indicates that calibration is not current, engine must be reprogrammed to raise calibration to latest level. Proceed to Step 7.
- b. If calibration scorecard indicates calibration is current, engine does not need to be reprogrammed. Proceed to step 12.

7. Connect battery charger / maintainer to vehicle battery.

8. Program ECM.

**NOTE: All programming and troubleshooting information can be accessed from the articles listed in the chart below, Dealer EZ-Tech, or clicking the link below to access the Diagnostic Software Support Resource Center.**

[Diagnostic Software Support Resource Center](#)

**NOTE: These articles contain general information about each reprogramming method and software, with links to specific instructions.**

Programming Method	Programming and troubleshooting Instructions
<i>NavKal</i>	<i>TL2600002</i>

9. If assistance is needed, contact Vehicle Programming by creating an iKNow case file or calling 1-800-336-4500, options 3, 1, 1.

**NOTE: Clear all inactive/previously active faults after programming. Only perform diagnostics or procedures on ACTIVE faults and you must open a new claim section on your work order.**

10. If any inactive/previously active faults are found after programming, clear them from ECM. Only perform diagnostics or procedures on active faults.

11. Disconnect battery charger / maintainer from vehicle battery.

12. Remove wheel chocks.

## END OF SERVICE PROCEDURE

### LABOR INFORMATION

Operation Number	Description	Time
A40-21505-1	Recalibrate ECM	0.5 Hrs.

#### VEHICLE RECALL 21505

## CAMPAIGN IDENTIFICATION LABEL

Each vehicle corrected in accordance with this campaign must be marked with a CTS-1075 Campaign Identification Label.

Complete the label and attach on a clean surface next to the vehicle identification number (VIN) plate.

DO NOT REMOVE	
<b>INTERNATIONAL</b>	
Campaign No.	
VIN	Eng. #
COMPLETED	
Service Location Code #	
DO NOT REMOVE	

## ADMINISTRATIVE / DEALER RESPONSIBILITIES

### WARRANTY CLAIMS

Warranty claim expense is to be charged to Warranty. Claims are to be submitted in the normal manner, making reference to Safety Recall 21505.

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, a barrel of oil, or a tube of silicone) should be prorated for the cost of the individual pieces / amount used during each repair.

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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## VEHICLE RECALL 21505

## **UNITED STATES AND POSSESSIONS**

The National Traffic and Motor Vehicle Safety Act, as amended, provides that each vehicle that is subject to a vehicle recall campaign must be adequately repaired within a reasonable time after the owner has tendered it for repair. A failure to adequately repair within 60 days after a tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within 60 days, the owner may be entitled to replacement with an identical or reasonable equivalent vehicle at no charge, or to a refund of the purchase price less a reasonable allowance for depreciation.

Dealers must correct all vehicles subject to this campaign at no charge to the owner, regardless of mileage, age of vehicle, or ownership, from this time forward.

Dealers should proceed immediately to make necessary correction to units in inventory. All inventory vehicles subject to this recall campaign must be corrected prior to sale, transfer or delivery. If vehicles have been sold or transferred and you are in receipt of Customer Notification Letters and Authorization for Recall Service cards for those vehicles, the transfer location or customer must be notified immediately from your dealer location.

Dealers must make every effort to promptly schedule an appointment with each owner to repair his or her vehicle as soon as possible. However, consistent with the customer notification, dealers are expected to complete the repairs on the mutually agreed upon service date.

Dealers involved in the recall process will be furnished a listing of owner names and addresses to enable them to follow up with owners and have the vehicles corrected. Use of this listing must be limited to this campaign because the list may contain information obtained from state motor vehicle registration records, and the use of such motor vehicle registration data for purposes other than this campaign is a violation of law in several states.

## **CANADA**

Dealers must correct all vehicles subject to this campaign at no charge to the owner, regardless of mileage, age of vehicle, or ownership, from this time forward.

Dealers should proceed immediately to make necessary correction to units in inventory. All inventory vehicles subject to this recall campaign must be corrected prior to sale, transfer or delivery. If vehicles have been sold or transferred and you are in receipt of Customer Notification Letters and Authorization for Recall Service cards for those vehicles, the transfer location or customer must be notified immediately from your dealer location.

Dealers must make every effort to promptly schedule an appointment with each owner to repair his or her vehicle as soon as possible. However, consistent with the customer notification, dealers are expected to complete the repairs on the mutually agreed upon service date.

Dealers involved in the recall process will be furnished a listing of owner names and addresses to enable them to follow up with owners and have the vehicles corrected. Use of this listing must be limited to this campaign because the list may contain information obtained from state motor vehicle registration records, and the use of such motor vehicle registration data for purposes other than this campaign is a violation of law in several states.

### **EXPORT**

Export Distributors should proceed immediately to make necessary correction to units in inventory. All inventory vehicles subject to this recall campaign must be corrected prior to sale, transfer or delivery. If vehicles have been sold or transferred and you are in receipt of Customer Notification Letters and Authorization for Recall Service cards for those vehicles, the transfer location or customer must be notified immediately from your distributor location.

Export Distributors are to submit warranty claims in the usual manner making reference to this recall number.

Export Distributors are expected to provide full cooperation and follow-up with respect to this important subject matter. If you have any questions or need further assistance, please contact the Regional Service Manager at your regional office.

**NAVISTAR, INC.**