

Special Field Notification



SFN-13-08

13-08

Date: May 2013

Subject File: General

Subject: Navistar® N13 Engine with Selective Catalytic Reduction (SCR)

DESCRIPTION

This letter is to announce the available service support for the launch of the Navistar® N13 Engine with Selective Catalytic Reduction (SCR) in the International® ProStar®, PayStar®, TranStar®, and WorkStar® models. ProStar® and TranStar® shipped 26 April 2013. PayStar® and WorkStar® are to be shipped 30 May 2013.

Applies To

Models: International® ProStar®, PayStar®, TranStar®, WorkStar®

DISTRIBUTION

- Principal
- Service Director
- Service Manager

General

The purpose of the SCR system is to reduce levels of Nitrogen Oxides (NOx) that are emitted from engines and are harmful to the environment.

- Service, Operator, and Diagnostic Literature
- Service Tools
- PDI
- SRT
- Warranty
- Diagnostic Software
- Dealer Education and Development
- Service Parts Information
- Technical Support

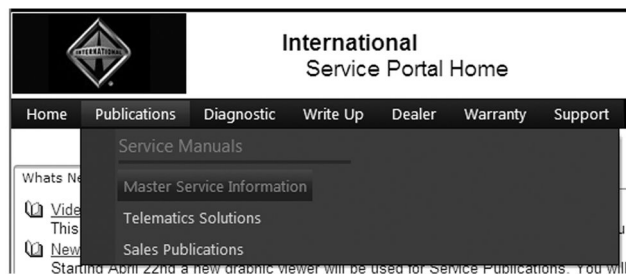
DESCRIPTION (CONT.)

- Town Hall Calls
- New Product Feedback
- Service FAQs

I. Service, Operator, and Diagnostic Literature

The following publications updates are, or will soon be, available for support under Master Service Information on International® Service PortalSM:

- Chassis and Engine Operation and Maintenance Manuals
- Engine Service Manuals
- Engine Diagnostic Manual and Forms
- Engine and Aftertreatment Wiring Diagram
- Aftertreatment Service Manuals
- Chassis Cooling System Service Manuals
- Chassis Circuit Diagrams



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Figure 1. Master Service Information Link.

Information relating to SCR and Diesel Exhaust Fluid (DEF) can also be found on iKNow. The documents include:

- [Diesel Exhaust Fluid \(DEF\) Handling and Storage Tips](#)
- Information on Tools, SRTs, and Warranty updates

DESCRIPTION (CONT.)

II. Service Tools

There are several new essential tools for Big Bore dealers. These tools include a [DEF Refractometer](#), diagnostic test tools, and harness breakout test leads. Required tools will begin shipping in May 2013.

- For more information, please refer to the [Service Tools Resource Center](#) on International® Service PortalSM.

III. SRT

Many new Standard Repair Times (SRTs) are available for the SCR System and are available for search on the SRT Home Page on International® Service PortalSM.

IV. Warranty

New group 18 has been added for SCR aftertreatment coding nouns. New nouns for SCR have been added to the engine and exhaust groups.

- [Warranty Coding Manual Update](#)

The warranty statements and emissions coverage documentation are also being updated, as necessary.

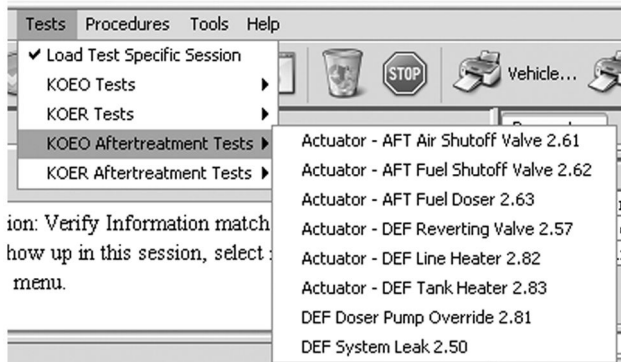
The warranty filing process is unchanged. For the Navistar® N13 with SCR, all engine, aftertreatment, and chassis warranties will be filed through Navistar®. To allow us to carefully monitor the performance of this product, there will be an elevated need to return failed material related to warranty claims. Please monitor your parts disposition reports closely and return all requested parts promptly after you receive the R5185 form.

V. Diagnostics Software

NETS & Auto Upgrade will be used to calibrate the Engine Control Module (ECM) and Aftertreatment Control Module (ACM) on SCR-equipped vehicles. Both modules will be automatically checked for compatibility and have the calibration updated under the same operation. The calibration update process is the same as before and requires no additional key cycles or steps. NETS and Auto Upgrade updates have been released.

ServiceMaxxSM version 36 is being released to support vehicles equipped with SCR. This includes the fault codes and parameters from the ACM and new Service Bay Tests relating to the SCR system. Release was 01 May 2013.

DESCRIPTION (CONT.)



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Figure 2. Key On Engine Off (KOE) Aftertreatment Tests.

VI. Dealer Education and Development

There are two new web-based courses available:

- 2013 13 Liter Engine Aftertreatment System Overview for Technicians
- 2013 Aftertreatment with SCR Overview for Technicians

Reference the announcement letter [TR3000062](#) for more details.

VII. Service Parts Information

Reference Parts Catalog Online (PCO) for service parts information. Parts are stocked in PDCs and available for service now.

The Parts Stocking List is being defined. The G-letter will be released in early May 2013.

Note: Some aftermarket components must be purchased through Cummins® Distributors. They will be marked in PCO as code 117, buy direct from supplier.

DESCRIPTION (CONT.)

VIII. Technical Support

The technical support process is unchanged. Please call in to engine or chassis technical hotlines as normal for support.

These vehicles are being tracked under the Early Warning Process and will have the below VIN Alert. In these instances, please open a case file and provide the information requested on the VIN Alert. This feedback will help to define and resolve any potential issues quickly.



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Figure 3. VIN Alert.

Many vehicles may also be included in OnCommand Repair Advocate (OCRA). The support process for OCRA vehicles is unchanged. There will be an OCRA VIN Alert on these vehicles describing any action.

IX. Future Information

Watch for more information about the Navistar® N13 SCR launch and vehicle status in What's New on Service PortalSM, in the Weekly Dealer Update Newsletter, and in future Town Hall Calls.