



FIELD SERVICE CAMPAIGN – 16103

23 February 2016

SUBJECT:

DEF Sensor / Pickup Assembly / DEF Tank Replacement

MODELS INVOLVED:

DuraStar®, ProStar®, TranStar®, WorkStar®

DEFECT DESCRIPTION:

Certain DuraStar®, ProStar®, TranStar®, and WorkStar® vehicles may be equipped with a Diesel Exhaust Fluid (DEF) Sensor / Pickup Assembly or Tank Assembly that requires replacement due to 2016 Emissions Standards. All other vehicles built during this period have either been repaired prior to shipment or determined to not require this repair.

ELIGIBILITY:

This procedure applies ONLY to vehicles marked in the International® Service PortalSM with FSC 16103. Also complete any other open campaigns listed on the Service Portal at this time.

TOOLS REQUIRED:

No special tools are required for this procedure.

PARTS REQUIRED:

NOTE: The scope of this campaign is very narrow, in that it affects only 8 vehicles. Parts required for this procedure are dependent on vehicle affected.

VIN Affected	Part Number	Description	Quantity
GH248351 GH248355 GN113667	2515986C1	QLS Sensor, 16 Gallon Tank	1 (Per Vehicle)
GL215866	2515984C1	QLS Sensor, 9.5 Gallon Tank	1 (Per Vehicle)
GL226252 GH228255	2515989C1	QLS Sensor, 7 Gallon Tank	1 (Per Vehicle)
GL230201 GL230202	4070282C91	Tank, DEF, 5 Gallon Assy	1 (Per Vehicle)

Table 1 Parts Information

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 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 personal injury and / or death, always wear safe eye protection when performing vehicle maintenance.

WARNING! To prevent property damage, personal injury, and / or death, remove ground cable from negative terminal of main battery before disconnecting or connecting electrical components. Always connect ground cable last.

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. Park vehicle on a flat surface with wheels straight ahead.
2. Shift transmission to Park or Neutral, and set parking brake.
3. Install wheel chocks.
4. Unlatch and open vehicle battery box.
5. Remove and isolate ground cable from negative terminal of main battery.
6. Access vehicle DEF tank. Dependent on vehicle affected, perform the following:
 - A. Vehicles requiring DEF Sensor / Pickup Assembly replacement, refer to Aftertreatment Manual for detailed instruction.
 - B. Vehicles requiring DEF Tank Assembly replacement, refer to Aftertreatment Manual for detailed instruction.

7. Connect ground cable to negative terminal of main battery.
8. Remove wheel chocks.

LABOR INFORMATION

Operation number must appear on all claims.

Table 2 Labor Information

Operation Number	Description	Time
A40-16103-1	Replace DEF Tank Assembly Only	1.3 hrs
A40-16103-2	R&R DEF Tank Assembly, Replace Sensor / Pickup Assembly	1.2 hrs

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 16103.

It is important that the coding be completed properly to assist in processing the warranty claim. Complete instructions will be found in the Warranty Policy Manual, Section 7.1.8.

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 16103 activity must be submitted by 23 February 2017 or within the normal warranty period for the component, if after 23 February 2017.

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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