

# ***SERVICE PROCEDURE***

**18518R1  
JANUARY 2019**

**SUBJECT: SAFETY RECALL**  
**Eaton® ECA Clutch on certain International® HV™ Series, HX® Series, LT® Series, MV™ Series, RH™ Series, DuraStar®, LoneStar®, PayStar®, ProStar®, WorkStar® and TranStar® model trucks built 20 April 2017 through 21 July 2018 with feature code 11MHG or 11MGP (Eaton® ECA clutch)**

## **DEFECT DESCRIPTION**

An internal component within the clutch assembly may be outside of specification and fail, which in special circumstances could cause such clutch component to inhibit clutch departure.

In the rare event that the clutch component fails in a manner that prevents the clutch from achieving proper departure, and creates a condition that results in the transmission of enough driveline torque to prevent achieving a commanded neutral condition in the vehicle transmission, and the engine idles for a sufficient amount of time to cause driveline torque to increase as a result of loss of departure in the clutch, it is possible to achieve driveline torque sufficient to overcome the parking brakes, which could cause unintended vehicle motion, potentially resulting in a vehicle impact with prior warning.

## **MODELS INVOLVED**

This Safety Recall involves certain International® HV™ Series, HX® Series, LT® Series, MV™ Series, RH™ Series, DuraStar®, LoneStar®, PayStar®, ProStar®, WorkStar® and TranStar® model trucks built 20 April 2017 through 21 July 2018 with feature code 11MHG or 11MGP (Eaton® ECA clutch).

## **ELIGIBILITY**

This procedure applies ONLY to vehicles marked in the International® Service Portal<sup>SM</sup> with Safety Recall 18518. Also complete any other open campaigns listed on the Service Portal at this time.

## **REASON FOR REVISION**

A note related to Ultrashift+ and Eaton® Advantage transmissions has been added prior to Step 10. Steps 9 through 17 have been revised.

## **PARTS INFORMATION**

No additional parts required.

## **TOOLS INFORMATION**

| Description              | Tool Number                         |
|--------------------------|-------------------------------------|
| ServiceRanger 4 Software | Version 1812-01-SCB-2682 or Greater |

## **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 either direction.

**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, 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 flat surface.
2. Shift transmission to Park or Neutral and set parking brake.
3. Turn vehicle ignition to Key OFF position.
4. Install wheel chocks.
5. Connect service tool to vehicle.
6. Open ServiceRanger 4.
7. Select Programming.

8. Program transmission TCU using ServiceRanger 4 software to version 5569997 or higher; refer to appropriate RoadRanger ServiceRanger User Guide for assistance.
    - a. Link to RoadRanger support:  
<http://www.roadranger.com/rr/CustomerSupport/Support/ServiceRanger/index.htm>
    - b. Link to ServiceRanger and programming support:  
<http://www.roadranger.com/rr/ProductsServices/ProductsbyCategory/Cutches/index.htm>
    - c. Using RoadRanger support link, click on Service / Troubleshooting for ServiceRanger 4 User Guide.
  9. Following software update, verify parameter settings in Engine tab.
- NOTE: If equipped with an Ultrashift+ transmission, proceed to Step 15. If equipped with an Eaton® Advantage Series EA3, EC3, or EN3 transmission, proceed to Step 10.**
10. Select Configuration tab.
  11. Select Engine tab.
  12. Verify that Engine tab calibration is set to Advantage Gear Engagement 5573534.
    - a. If tab is set to Advantage Gear Engagement 5573534, proceed to Step 15.
    - b. If tab is not set to Advantage Gear Engagement 5573534, proceed to Step 13.
  13. Select Advantage Gear Engagement 5573534 and click Apply.
  14. Confirm Successfully Applied Configuration Changes prompt appears at bottom of screen and turn vehicle ignition to Key OFF position.
  15. Close service program.
  16. Disconnect service tool from vehicle.
  17. Remove wheel chocks.

## END OF SERVICE PROCEDURE

## **LABOR INFORMATION**

| <b>Operation Number</b> | <b>Description</b> | <b>Time</b> |
|-------------------------|--------------------|-------------|
| A40-18518-1             | Reprogram TCM      | 0.5 hr      |

## **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.



A black rectangular label with white text. At the top, it says "DO NOT REMOVE". Below that, in a white rounded rectangle, it says "INTERNATIONAL". Underneath, there are fields for "Campaign No.", "VIN", "Eng.#", "COMPLETED", and "Service Location Code #". At the bottom, it says "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 18518.

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.

| 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

0000047910

## 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.**