

SERVICE PROCEDURE

**18521
FEBRUARY, 2019**

SUBJECT: EMISSIONS RECALL

Navistar has decided that a defect which relates to engine emissions exists in certain International® HX®, PayStar®, ProStar®, TranStar®, and WorkStar® model trucks built 14 December 2015 thru 10 November 2017 with 2016 and 2017 model year N13 engines

DEFECT DESCRIPTION

This Emissions Recall applies to truck models that were built with 2016 and 2017 model year N13 engines. Engine software On Board Diagnostic (OBD) issues will be corrected, which will aid in engine malfunction identification and proper diagnosis. In addition, Diesel Exhaust Fluid (DEF) quality sensor monitors will be corrected to proper operating function. This recall will require recalibration of the Engine Control Module (ECM) and Aftertreatment Control Module (ACM).

MODELS INVOLVED

This Emissions Recall involves certain International® HX®, PayStar®, ProStar®, TranStar®, and WorkStar® model trucks built 14 December 2015 thru 10 November 2017 with 2016 and 2017 model year N13 engines.

ELIGIBILITY

This procedure applies ONLY to vehicles marked in the International® Service PortalSM with Emissions Recall 18521. Also complete any other open campaigns listed on the Service Portal at this time.

PARTS INFORMATION

No parts are required for this recall.

SERVICE PROCEDURE

WARNING! To prevent personal injury, and / or death, or property damage, park vehicle on hard flat surface, turn the engine off, set the parking brake, and place chocks in front of, and behind, the wheels 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 personal injury, and / or death, or property damage, allow engine / vehicle components to cool before servicing.

WARNING! To prevent personal injury, and / or death, or property damage, keep flames, sparks, or other heat sources away from the vehicle and do not smoke while servicing the vehicle's batteries. Batteries expel gases which may cause an explosion resulting in personal injury/death, or damage to property, avoid contact with any heat sources.

1. Park the vehicle on a flat surface with the wheels straight ahead.
2. Shift the transmission to Park or Neutral and set parking brake.
3. Turn vehicle ignition to Key OFF position.
4. Install wheel chocks.
5. Verify that ECM has latest software by referring to vehicle calibration scorecard in International® Service PortalSM system.
 - a. If calibration scorecard indicates that calibration is not current, engine must be reprogrammed to raise calibration to latest level. Proceed to Step 6.
 - b. If calibration scorecard indicates calibration is current, engine does not need to be reprogrammed.
 - i. No further action is required for dealers and customers operating outside California. Proceed to Step 9.
 - ii. Dealers and customers operating in California should proceed to Step 9 but must also perform Step 10.

6. 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>

7. 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.

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

9. Remove wheel chocks.

Additional Requirements for Dealers and Customers Operating in California

NOTE: The following step is required only for dealers and customers operating in the state of California.

10. After completing this recall, dealer must fill out salmon-colored Proof of Correction certificate and provide a copy to customer.
- a. Use either Figure 1 (certificate to color print on white paper) or Figure 2 (certificate to print on salmon-colored paper) to print DMV certificates.

Vehicle Emission Recall - Proof of Correction				
License Number	Make	Year Model	Body Type	Vehicle Identification Number
Manufacturer _____			Recall Number _____	
The above described vehicle has been repaired, modified and/or equipped with new emission control devices to meet applicable California Emission Control Laws.				
Dealer's _____		Address, City, State _____		
		Dealership's Authorized _____		
		X		
Return this certificate to DMV <u>only</u> when required - otherwise retain for your records.				

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Figure 1. DMV Certificate, Salmon (Print on 8.5 x 11 inch White Paper).

Vehicle Emission Recall - Proof of Correction				
License Number	Make	Year Model	Body Type	Vehicle Identification Number
Manufacturer _____			Recall Number _____	
The above described vehicle has been repaired, modified and/or equipped with new emission control devices to meet applicable California Emission Control Laws.				
Dealer's _____		Address, City, State _____		
		Dealership's Authorized _____		
		X		
Return this certificate to DMV <u>only</u> when required - otherwise retain for your records.				

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Figure 2. DMV Certificate, White (Print on 8.5 x 11 inch Salmon Paper).

END OF SERVICE PROCEDURE

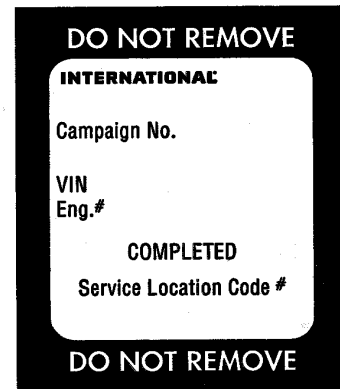
LABOR INFORMATION

Operation Number	Description	Time
A40-18521-1	Recalibrate ECM and ACM	0.6 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 and white template for a Campaign Identification Label. It features a central white rectangular area with rounded corners, bordered by a thick black frame. At the top and bottom of the black frame, the text "DO NOT REMOVE" is printed in white. Inside the white area, the word "INTERNATIONAL" is printed in bold. Below it, the text "Campaign No." is followed by a blank line. Then, "VIN" is followed by a blank line, and "Eng.#" is followed by a blank line. In the center, the word "COMPLETED" is printed in bold. Below it, "Service Location Code #" is followed by a blank line.

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 Emissions Recall 18521.

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 submission, 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, 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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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.