

SERVICE PROCEDURE

19501
April, 2019

SUBJECT: SAFETY RECALL
Exhaust Hanger Bracket in certain 2016 thru 2020 International® LT® Series trucks built 15 December 2015 thru 08 February 2019 and certain 2017 and 2018 ProStar® model trucks built 02 March 2016 thru 12 June 2017 with 73-inch sleeper cab and feature code 07BKP or 07BKR (exhaust system with horizontal aftertreatment devise and horizontal tailpipe mounted on right-side).

DEFECT DESCRIPTION

The rear exhaust hanger bracket may crack and, over time, may cause the forward hanger bracket to crack and in some cases may result in partial or full separation of the exhaust tail pipe from the vehicle. If the exhaust tail pipe separates from the vehicle in operation, a loose part in the roadway could be struck by another vehicle which increases the risk of a vehicle crash.

MODELS INVOLVED

This safety recall involves certain 2016 thru 2020 International® LT® Series trucks built 15 December 2015 thru 08 February 2019 and certain 2017 and 2018 ProStar® model trucks built 02 March 2016 thru 12 June 2017 with 73-inch sleeper cab and feature code 07BKP or 07BKR (exhaust system with horizontal aftertreatment devise and horizontal tailpipe mounted on right-side).

ELIGIBILITY

This procedure applies **ONLY** to vehicles marked in the International® Service PortalSM with Safety Recall 19501. Also complete any other open campaigns listed on the Service Portal at this time.

PARTS INFORMATION

NOTE: DO NOT preorder campaign parts for inventory, and only order campaign parts when a customer repair request is confirmed. The appropriate rear hanger bracket kit specific for that customer's vehicle can only be obtained using the Fleet Information Request Tool and clicking on the appropriate campaign number. Order the forward hanger bracket as necessary and go to Parts Online and search by VIN if the exhaust tailpipe requires replacement.

NOTE: There are two options to verify which exhaust bracket the vehicle was built with.

Option 1: Parts Online Catalog to verify which exhaust bracket the vehicle was originally built with:

Original Part Number	Use Kit Part Number
4053374C3	8900279R91
4095900C1	8900280R91
4086787C1	8900281R91

Parts Conversion Table

NOTE: WinZip software must be installed on the computer being utilized with the Fleet Information Request Tool in order to open larger compressed files sent via email.

NOTE: Using the Fleet Information Request Tool does not order the appropriate kit for the vehicle. It provides the part number of the kit that must be ordered.

Option 2

- 1. Fleet Information Request Tool (Figure 1) via VIN submission:**
 - a. Navigate to International[®] Service PortalSM, select WARRANTY, then select FLEET INFORMATION REQUEST TOOL.**
https://evaluate.internationaldelivers.com/service/service_info/FleetInfoRequestTool.aspx
 - b. Using sample format provided on Request Tool web site, upload a complete VIN list (no other information is required).**
 - c. Enter your e-mail address.**
 - d. Click on CAMPAIGN PARTS and select the associated recall.**
 - e. Click on SUBMIT.**
 - f. An e-mail will be sent to the requestor depicting appropriate part number associated with the VIN list submitted.**

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Figure 1. Fleet Information Request Tool

Part Number	Part Description	Quantity	Number of Vehicles
8900279R91	Kit 1 – Straight Bracket	1	6,520
8900280R91	Kit 2 – Z Bracket	1	19,074
8900281R91	Kit 3 – Z Bracket	1	957
4053370C2	Bracket; Exhaust Hanger (Forward)	1 – If Required	Only if Cracked
Refer to Parts Online	Pipe, Exhaust Pipe	1 – If Required	Only if Cracked

SERVICE PROCEDURE

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 State and Federal regulations. Recycle or dispose of engine fluids, filters, and other contaminated materials according to applicable State and Federal regulations.

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

WARNING! To prevent personal injury, and/or death, or damage to property, 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 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.

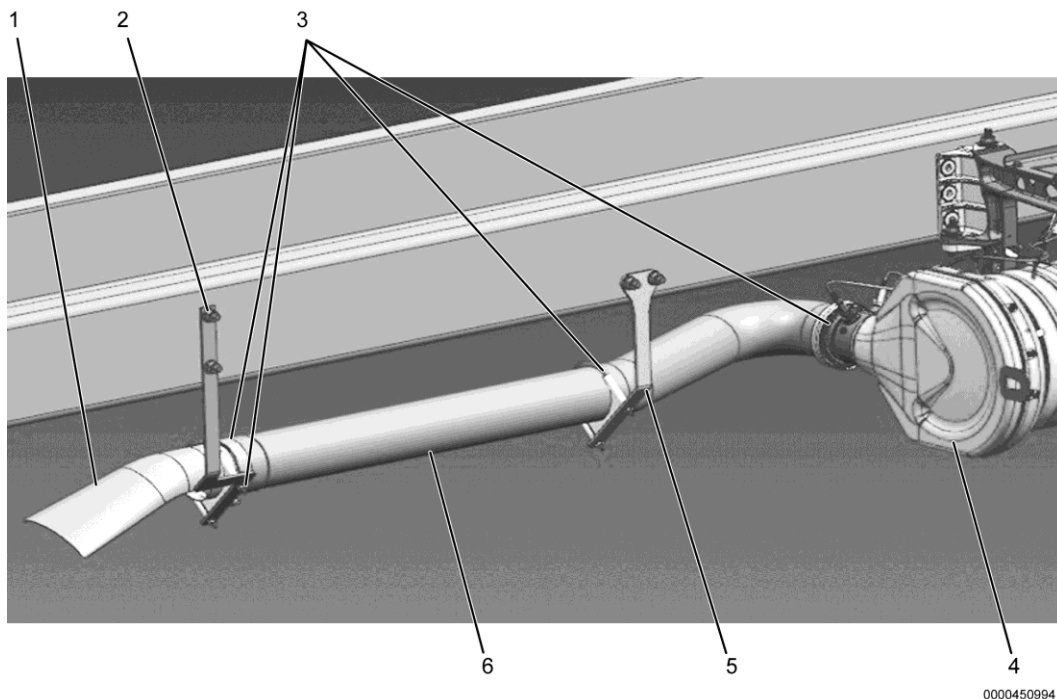


Figure 2. Exhaust System

1. Diffuser
2. Rear hanger bracket
3. Clamp (4)
4. Diesel Particulate Filter (DPF)
5. Forward hanger bracket
6. Exhaust tailpipe

5. Inspect exhaust tailpipe (Figure 2, Item 6) at Diesel Particulate Filter (DPF) (Figure 2, Item 4) for cracks.
 - a. If exhaust tailpipe has no cracks, proceed to Step 10.
 - b. If exhaust tailpipe has cracks, continue with Step 6.
6. Disconnect exhaust tailpipe from DPF and from rear hanger bracket (Figure 2, Item 2) and forward hanger bracket (Figure 2, Item 5). Save DPF clamp and clamp used at forward hanger bracket for reuse.
7. Remove diffuser (Figure 2, Item 1) from exhaust tailpipe. Save diffuser and clamp (Figure 2, Item 3) for reuse.

NOTE: Tighten Marmon clamp to 89 - 133 lb-in (10 - 15 N•m). Tighten band clamp to 41 - 46 lb-ft (55 - 63 N•m).

8. Using Marmon clamp or band clamp (Figure 2, Item 3), install diffuser (Figure 2, Item 1) onto new exhaust tailpipe (Figure 2, Item 4). Tighten Marmon clamp or band clamp to their specified torque.
9. Install new exhaust tailpipe (Figure 2, Item 6) onto DPF (Figure 2, Item 4). Do not tighten clamp at DPF (Figure 2, Item 3) at this time.
10. Remove rear hanger bracket (Figure 2, Item 2) from frame and save fasteners for reuse.
11. Remove clamp (Figure 2, Item 3) and rear hanger bracket (Figure 2, Item 2) at diffuser (Figure 1, Item 1) and discard.
12. Install new rear hanger bracket (Figure 2, Item 2) to frame. Tighten fasteners to 148 lb-ft (200 N.m).
13. Install new clamp (Figure 2, Item 3) and rear hanger bracket (Figure 2, Item 2) at diffuser (Figure 1, Item 1). Do not tighten clamp at this time.
14. Inspect forward hanger bracket (Figure 2, Item 5) for cracks.
 - a. If bracket has no cracks, proceed to Step 19.
 - b. If bracket has cracks, continue with Step 15.
15. Remove forward hanger bracket (Figure 2, Item 5) from frame and save fasteners for reuse.
16. Remove clamp (Figure 2, Item 3) from exhaust pipe and save for reuse.

17. Install new forward hanger bracket (Figure 2, Item 5) to frame. Tighten fasteners to 148 lb-ft (200 N•m).
18. Reinstall clamp (Figure 2, Item 3) around exhaust tailpipe at forward hanger bracket (Figure 2, Item 5). Do not tighten clamp at this time.
19. Tighten clamps (Figure 2, Item 3) at forward hanger bracket (Figure 2, Item 5) and rear hanger bracket (Figure 2, Item 2). Tighten both clamps to 195 - 247 lb-in (22 - 28 N•m).
20. If pipe was replaced, tighten clamp at DPF (Figure 2, Item 3) to 89 – 133 lb-in (10 - 15 N•m).
21. Remove wheel chocks.

END OF SERVICE PROCEDURE

LABOR INFORMATION

Operation Number	Description	Time
A40-19501-1	Inspect pipe, both brackets and replace rear bracket only	0.5hr
A40-19501-2	Inspect pipe, both brackets and replace front and rear brackets only	0.6 hr
A40-19501-3	Inspect pipe, both brackets and replace rear bracket and pipe	0.7 hr
A40-19501-4	Inspect pipe, both brackets and replace both brackets and pipe	0.7 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.

DO NOT REMOVE

INTERNATIONAL

Campaign No. _____

VIN
Eng.# _____

COMPLETED

Service Location Code # _____

DO NOT REMOVE

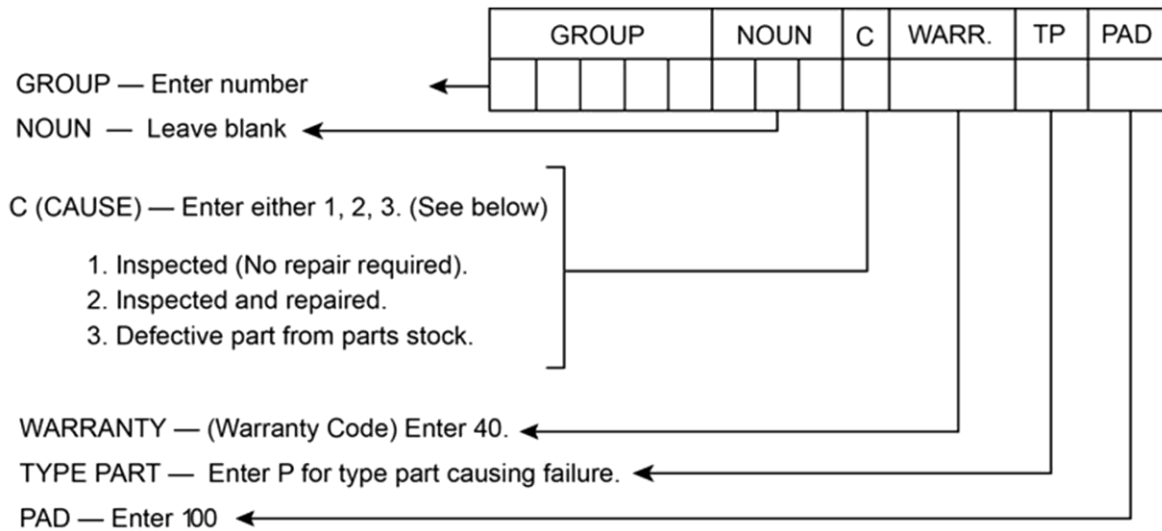
ADMINISTRATIVE / DEALER RESPONSIBILITIES

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 19501.

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.



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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.