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## FIELD SERVICE CAMPAIGN – 19110R1

09 August 2019

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### SUBJECT:

Calibration Update

### MODELS INVOLVED:

International® LT® Series

### DEFECT DESCRIPTION:

Calibration update to protect the aftertreatment system when a Charge Air Cooler (CAC) hose fails.

### ELIGIBILITY:

This procedure applies ONLY to vehicles marked in the International® Service Portal<sup>SM</sup> with FSC 19110. Also complete any other open campaigns listed on the Service Portal at this time.

### REASON FOR REVISION:

Updated Step 5 and Labor Information table.

### TOOLS REQUIRED:

Description	Tool Number
EZ-TECH®	N/A
NavKal™	N/A

**Table 1** Tools Information

### PARTS REQUIRED:

No Parts Required

### WORK INSTRUCTIONS

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

**NOTE:** All programming and troubleshooting information can be accessed from the articles listed in the table below, Dealer EZ-Tech<sup>®</sup>, 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, including links to specific instructions.

Programming Method	Programming and troubleshooting Instructions
<i>NavKal</i> <sup>™</sup>	<i>TL2600002</i>

6. 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.

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

## LABOR INFORMATION

Operation number must appear on all claims.

Operation Number	Description	Time
A40-19110-1	Reprogram ECM	0.5 hrs

**Table 3** Labor Information

## 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 19110.

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.

To make sure this important improvement is made in a timely manner, all claims for 19110 activity must be submitted by 09 August 2020 or within the normal warranty period for the component, if after 09 August 2020.

	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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