



FIELD SERVICE CAMPAIGN – 19111

06 November 2019

SUBJECT:

N13 Engine Control Module (ECM) Programming

MODELS INVOLVED:

International® HX® Series, ProStar®, WorkStar®, and TranStar® model trucks

DEFECT DESCRIPTION:

The vehicles in this FSC were involved in Safety Recall 18518 which has been completed on these vehicles. The ECM needs to be reprogrammed to be compatible with the new transmission calibration that was previously programmed into the TECU.

ELIGIBILITY:

This procedure applies ONLY to vehicles marked in the International® Service PortalSM with FSC 19111. Also complete any other open campaigns listed on the Service Portal at this time.

TOOLS REQUIRED:

Description	Tool Number
EZ-Tech® or equivalent	N/A
NavKal™	N/A
Battery Charger 55 Amp	PSC550CC

Table 1 Tools Information

PARTS REQUIRED:

There are no parts for this campaign.

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 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 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 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 a flat surface.
2. Shift transmission into Park or Neutral and set parking brake.
3. Turn ignition to Key OFF position.
4. Install wheel chocks.
5. Obtain Health Report from vehicle.
6. Review synthetic fault code(s) to determine if calibration update is available
 - a. If there is a synthetic fault code present indicating there is a new calibration available, proceed to Step 7.
 - b. If there is no synthetic fault code present, calibration is current and engine does not need to be reprogrammed. Proceed to Step 12.
7. Connect battery charger / maintainer to vehicle battery.
8. Program ECM.

NOTE: All programming and troubleshooting information can be accessed from the articles listed in chart below, Dealer EZ-Tech®, or clicking the link below to access the Diagnostic Software Support Resource Center.

[Dealer EZ-Tech and 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
NavKal™	TL2600002

- 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.

- If any inactive / previously active faults are found after programming, clear them from ECM. Only perform diagnostics or procedures on active faults.
- Disconnect battery charger / maintainer from vehicle battery.
- Remove wheel chocks.

LABOR INFORMATION

Operation number must appear on all claims.

Operation Number	Description	Time
A40-19111-1	Review Synthetic Fault Code, Engine Programming Not Required	0.2 hr
A40-19111-2	Review Synthetic Fault Code and Reprogram ECM	0.5 hr

Table 2 Labor Information

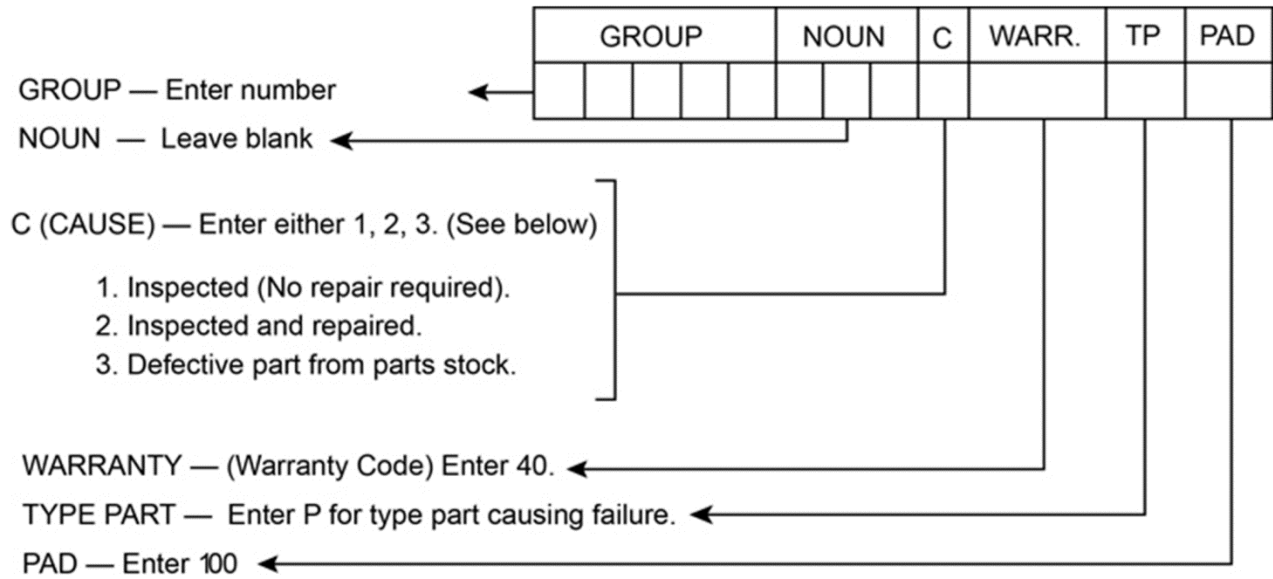
WARRANTY CLAIMS

Warranty claim expense is to be charged to Warranty. Claims are to be submitted in the normal manner, making reference to Field Service Campaign 19111.

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 19111 activity must be submitted by 06 November 2020 or within the normal warranty period for the component, if after 06 November 2020.



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