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Coding Information

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**Title:** Key Codes and Key Cutting Information (Not for CV Series)

**Applies To:** MV, HV, RH, LT, HX, LoneStar, DuraStar, WorkStar, TerraStar, TransStar, ProStar, PayStar, 9000i Series, 9900i Series built for North America

## CHANGE LOG

Please refer to the change log text box below for recent changes to this article:

<ul style="list-style-type: none"> <li>12/19/2019 - Updating content to include MV, HV, RH, LT HX, and 2018+ LoneStar.</li> <li>06/18/2018 - Author updated for feedback purposes.</li> <li>04/13/2018 - Author updated for feedback purposes.</li> <li>07/27/2017 - Removing sections that are blank/not applicable.</li> <li>07/13/2017 - Author updated for feedback purposes.</li> <li>05/10/2017 - Republishing.</li> <li>03/14/2017 - Removed all previous content; added link to G Letter for all service part inquiries</li> <li>02/28/2017 - Updated letter with key code cutting and biting information.</li> <li>02/08/2017 - Added I code variations of Z code keys will be made available &amp; that biting codes &amp; current key cutters will work with I code keys.</li> <li>01/20/2017 - Initial article release.</li> </ul>
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## DESCRIPTION

This document will guide the user through obtaining key codes to resolve key and key cutting issues.

For US based vehicles see G Letter "**G-16-10412-A**" link in the Service Parts Information section of this iKnow for further information.

For Canadian based vehicles see "GCA Letter "**GCE-16-2489**" link in the Service Parts Information section of this iKnow for further information.

## SYMPTOM(s)

- What key code should I be cutting?
- Why won't Z code keys work on new series - MV, HV, RH, LT, 2018 LoneStar?
- Key cutter isn't working.
- How do I get keys?

**Diagnostic Trouble Code(s) & Dashboard Indicator Light(s):**

DTC/Light	Description
N/A	

**Customer Observations or Concerns:**

Key issues, Key cutting issues, Key replacement issues.

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## **SPECIAL TOOL(s) / SOFTWARE**

Tool Description	Tool Number	Comments	Instructions
N/A			

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## **SERVICE PARTS INFORMATION**

See info provided in G Letter issued by service part team for any parts related information and P/Ns for key and lock sets.

United States G Letter Link: <https://evaluate.internationaldelivers.com/dealerportal/communications/parts/new-product-line/g/g-16-10412-a-new-product-line>

Canadian G Letter Link: <https://evaluate.internationaldelivers.com/dealerportal/communications/parts/dealer-education/gce/gce-16-2489-a-dealer-education>

**If you are having any issues, please contact PDC Customer Support at 800-336-4500, option 1.**

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## **DIAGNOSTIC STEP(s)**

N/A

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## **KEY IDENTIFICATION AND KEY CUTTING PROCESS**

This Keying Information is applicable to all Noth American Based International Trucks except CV Series

**Topic:** Service Update & Dealer Education

**Concern:** Key Code Descriptions & Changes (Z-code verses I-codes) and Interchangeability

**Product Description:**

- PDC Stocked (Blank Key only)
- PDC Stocked (Full Lock/Partial Kits only)
- Direct Ship (Pre-Cut Key only)
- Direct Ship (Full Lock/Partial Kits)

**I-code Product Lines:** MV, HV, HX, RH, LT, 2018 LoneStar (I-codes are 5-digits)

**Z-code Product Lines:** DuraStar, WorkStar, PayStar, TransStar, ProStar, LoneStar. (Z-codes are 4-digits)

**Lock Sets, Key Codes, and Bitting Numbers:**

With the launch of International's new product series, there have been some changes to the cab door locks and key codes. The main change has been going from the Z-code (DuraStar, WorkStar, PayStar, ProStar, and pre-2018 LoneStar) to the new I-code (MV, HV, HX, RH, LT, and 2018 LoneStar). **When these codes were changed they were not meant to be 1 to 1 carry over from a Z-code to an I-code.** (i.e... Z250 and I0250 are not interchangeable or backwards compatible)  
Additional key codes have been released to make enough I-codes interchangeable & backwards compatible to Z-codes: Z001-Z262.

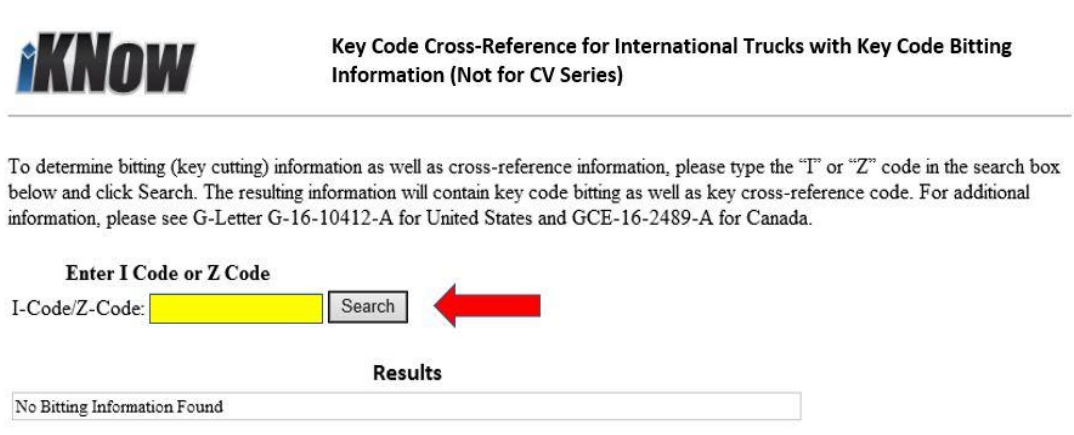
**Important Notice:**

- **MV and DuraStar Cab Door lockset parts are not interchangeable.**
- **HV and WorkStar Cab Door lockset parts are not interchangeable.**
- **HX and PayStar Cab Door lockset parts are not interchangeable.**
- **RH/LT and ProStar/TransStar Cab Door lockset parts are not interchangeable.**

**How to find the bitting number for cutting keys:**

**Note: The bitting number is a unique code per VIN needed for the key cutting machine to cut the specific key for the VIN you are working with.**


Use Parts Catalog to retrieve the ignition key code listed in Ignition Key field or Enter the VIN in the Service Portal and go to the serial numbers tab to find the same ignition key code. (Z-code or I-code). After retrieving the ignition key code from Parts Catalog or Service Portal click on this link: [https://evaluate.internationaldelivers.com/service\\_kb/Casemanagement/lcode.aspx](https://evaluate.internationaldelivers.com/service_kb/Casemanagement/lcode.aspx) After clicking the link, the screen below will appear; enter the ignition key code in the field and click search (Note : this search will work for either an I-code or a Z-code)



**iKnow** Key Code Cross-Reference for International Trucks with Key Code Biting Information (Not for CV Series)

To determine biting (key cutting) information as well as cross-reference information, please type the "I" or "Z" code in the search box below and click Search. The resulting information will contain key code biting as well as key cross-reference code. For additional information, please see G-Letter G-16-10412-A for United States and GCE-16-2489-A for Canada.

Enter I Code or Z Code

I-Code/Z-Code:  Search 

**Results**

No Biting Information Found

Figure 1: iKnow Page for I-Codes & Z-Codes

**Ignition Key Code Results:**

When you enter a valid I-code you will see one of the following:

Example Results 1: Bitting = 2243313 And Z-code = - (In this example there is no corresponding Z-code)

Example Results 2: Bitting = 4423432 And Z-code = Z262 (In this example there is corresponding Z-code)

When you enter a valid Z-code you will see one of the following:

Example Results 1: Bitting = 2243313 And I-code = - (In this example there is no corresponding I-code)

Example Results 2: Bitting = 2423323 And I-code = I1615 (In this example there is corresponding I-code)

When you enter an invalid I-code or Z-code you will see the following:

Example Results 1: No Biting Information Found (Check your code and re-enter the correct code)

**Special Note Concerning the cross reference between some I-codes & Z-codes:**

The cross-over codes are mainly for customers who still have an older Star series truck and purchase a new series truck and want the same key to work on both the old and the new trucks. The lockset hardware is still different between the old and the new, but the key blanks (2506694C1) are the same and can work in either lock set. In most cases, the lock set in the newer truck would have to be changed.

**How to cut a key for a truck with either an I-code or a Z-code:**

- Determine key biting information using process defined above.
- Cut blank key **2506694C1** with biting information using a key cutting machine that is programed with International Biting codes.

**How to replace locksets on new series truck with an I-code to match a corresponding "Star" series truck with a Z-code:**

- Determine key code cross reference (Use Z-code to determine corresponding I-Code or vise-versa) using process defined above.
- Order a new lock set with the corresponding I-code/Z-code as found on lock set list below or order a direct ship lock set for keyed alike or for key codes not stocked in PDC.

**How to order keyed alike locksets and pre-cut keys from direct ship:**

- Choose Direct Ship part numbers on the attachment.
- Place your order via Parts Online

- Provide Quantity, Part Number and Key Code. It is very important to provide all this information as a note on the order.
- Vendor will not process any orders without the specific key code information.
- **If you are having any issues, please contact PDC Customer Support at 800-336-4500, option 1.**

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## **WARRANTY INFORMATION**

### **Warranty Claim Coding:**

Refer to the [Warranty Coding Manual](#) for Group and Noun Codes.

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### **Standard Repair Time(s):**

Refer to the [SRT Manual](#) for Repair Times

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## **OTHER RESOURCES**

[Master Service Information Site](#)

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