

SERVICE PROCEDURE

**20502
JULY, 2020**

SUBJECT: EMISSIONS RECALL

Navistar has decided that a defect which relates to engine emissions exists in certain International® CV™ Series trucks built 03 August 2018 thru 20 March 2020 with 2019 and 2020 model year International® 6.6 diesel engines

DEFECT DESCRIPTION

This Emissions Recall applies to truck models that were built with 2019 and 2020 International 6.6 diesel engines; to improve Selective Catalytic Reduction (SCR) Diesel Exhaust Fluid (DEF) dosing system, which addresses the potential variability of Oxides of Nitrogen (NOx) emissions during various engine conditions, such as engine warm up. In addition, this recall will correct the Diesel Particulate Filter (DPF) frequent regeneration On Board Diagnostic (OBD) monitor and small quantity adjustment (SQA) diagnostic monitor to proper functionality.

MODELS INVOLVED

This Emissions Recall involves certain International® CV™ Series trucks built 03 August 2018 thru 20 March 2020 with 2019 and 2020 model year International® 6.6 diesel engines.

ELIGIBILITY

This procedure applies ONLY to vehicles marked in the International® Service PortalSM with Safety Recall 20502. Also complete any other open campaigns listed on the Service Portal at this time.

TOOL INFORMATION

Tool Number	Description	Quantity
N/A	EZ-Tech® with Service Programming System (SPS) and Global Diagnostic System 2 (GDS 2) installed	1
EL-52100	MCI 2 Kit	1
PSC550CC	Battery Charger 55 amp	1

PARTS INFORMATION

There are no parts for this campaign.

SERVICE PROCEDURE

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 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 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 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 with the wheels straight ahead.
2. Shift transmission to Park or Neutral and set parking brake.
3. Turn vehicle ignition to Key OFF position.
4. Install wheel chocks.

5. Connect battery charger / maintainer to vehicle battery.
6. Program ECM.

NOTE: All programming and troubleshooting information can be accessed from the articles listed in the chart below, Dealer EZ-Tech®, or by clicking the link below to access the Dealer EZ-Tech and 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
SPS (Service Programming System)	<u>4328663</u>

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 battery charger / maintainer from vehicle battery.
10. 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.

11. After completing this recall, dealer must print salmon-colored Proof of Correction certificate on white paper, fill out certificate and provide a copy to customer.

END OF SERVICE PROCEDURE

LABOR INFORMATION

Operation Number	Description	Time
A40-20502-1	Reprogram ECM	0.5 hrs

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.



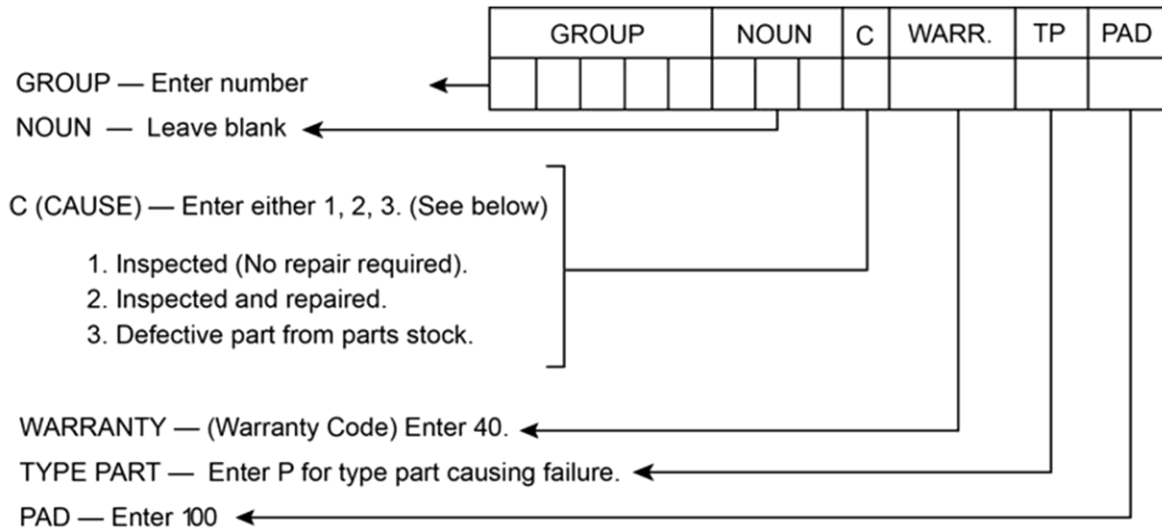
ADMINISTRATIVE / DEALER RESPONSIBILITIES

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 20502.

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.