

# ***SERVICE PROCEDURE***

20504  
JULY, 2020

**SUBJECT: SAFETY RECALL**  
**International® A26 Engine in certain 2018 thru 2020**  
**International® LT® Series trucks and certain 2019**  
**and 2020 RH™ Series trucks built 10 February 2018**  
**thru 10 June 2019.**

## **DEFECT DESCRIPTION**

The connecting rod bushing over time may develop cracks or lose chunks of material which could lead to connecting rod engine failure. Connecting rod failure in some cases can result in engine shutdown with minimal warning. A stalled vehicle in or near the roadway can increase the risk of a vehicle crash.

## **MODELS INVOLVED**

This safety recall involves certain 2018 thru 2020 International® LT® Series trucks and certain 2019 and 2020 RH™ Series trucks built 10 February 2018 thru 10 June 2019 with International® A26 engines.

## **ELIGIBILITY**

This procedure applies ONLY to vehicles marked in the International® Service Portal<sup>SM</sup> with Safety Recall 20504. Also complete any other open campaigns listed on the Service Portal at this time.

## TOOLS REQUIRED

**NOTE:** This repair involves programming the ECM. This new engine calibration will provide an electronic detection system that will alert the driver if the engine is starting to have a connecting rod failure. The driver will be alerted by the illumination of the RED Stop Lamp in the cluster and a fault code will be displayed. When alerted, the driver should pull over to a safe location and take the appropriate safety measures.

The three potential codes are:

- **0 – SPN7320 – 0 Engine Multiple Cylinder Knock Level: Data Valid But Above Normal Operational Range – Most Severe Level**
- **0 – SPN7320 – 15 Engine Multiple Cylinder Knock Level: Data Valid But Above Normal Operating Range – Least Severe Level**
- **0 – SPN7320 – 16 Engine Multiple Cylinder Knock Level: Data Valid But Above Normal Operating Range – Moderately Severe Level**

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

## PARTS INFORMATION

There are no parts for this recall.

## 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 regulations. Recycle or dispose of engine fluids, filters, and other contaminated materials according to applicable 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 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 or sparks away from vehicle and do not smoke while servicing the vehicle's batteries. Batteries expel explosive gases.

1. Park vehicle on flat surface.
2. Shift transmission to Park or Neutral and set parking brake.
3. Turn ignition to Key OFF position.
4. Install wheel chocks.
5. Connect battery charger / maintainer to vehicle battery.
6. Connect to ECM with NavKal™ and program ECM.

**NOTE:** All programming and troubleshooting information can be accessed from the articles listed in the 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
<i>NavKal™</i>	<i>TL2600002</i>

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. You must open a new claim section on your work order.**

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

## **END OF SERVICE PROCEDURE**

### **LABOR INFORMATION**

<b>Operation Number</b>	<b>Description</b>	<b>Time</b>
A40-20504-1	Recalibrate ECM	0.5 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.



The image shows a black rectangular label with white text. At the top, it says "DO NOT REMOVE". Below that, in a white rounded rectangle, it says "INTERNATIONAL". Underneath, there are fields for "Campaign No.", "VIN", and "Eng.#". Below these fields, it says "COMPLETED" and "Service Location Code #". At the bottom, it says "DO NOT REMOVE".

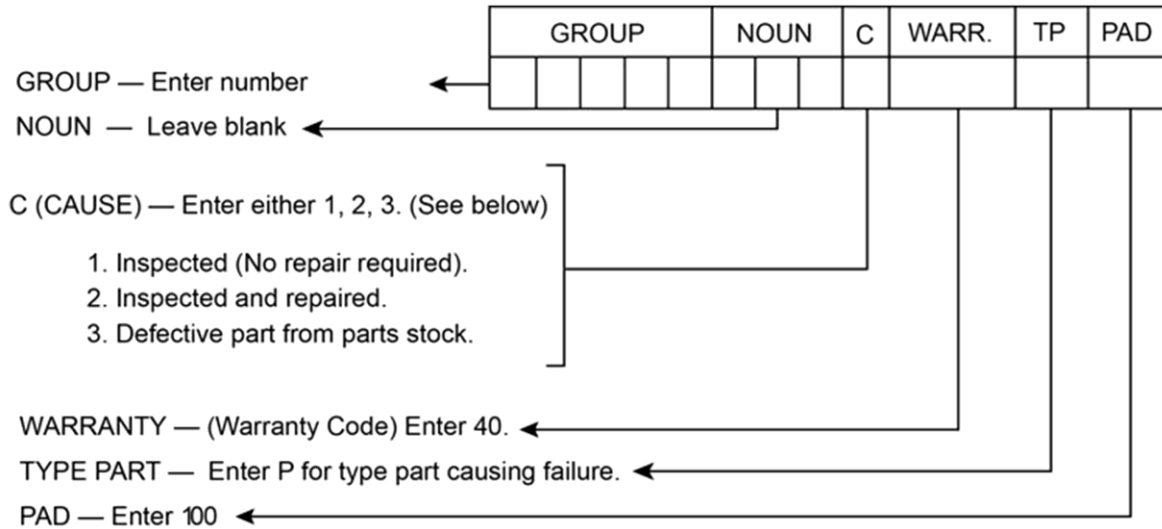
# ADMINISTRATIVE / DEALER RESPONSIBILITIES

## WARRANTY CLAIMS

**NOTE: Engines that have a connecting rod failure will need to be repaired using the proper approval process and will not be charged to this recall.**

Warranty claim expense is to be charged to Warranty. Claims are to be submitted in the normal manner, making reference to Safety Recall 20504. 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.



0000047910

## 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.**