

# ***SERVICE PROCEDURE***

21504  
SEPTEMBER 2021

**SUBJECT: EMISSIONS RECALL**

Navistar, Inc. has determined that a defect which relates to prescribed emission standards may exist in certain 2012, 2013, and 2014 model year International® ProStar®, TranStar®, WorkStar®, PayStar®, and LoneStar® model trucks built 09 January 2012 through 12 January 2013 with 2012 model year MaxxForce® 13 engines

**DEFECT DESCRIPTION**

This Emissions Recall applies to certain truck models that were built with 2012 model year MaxxForce® 13 engines. This recall will include reviewing diagnostic codes, inspection of the EGR valve, EGR System, and may include EGR valve replacement.

**MODELS INVOLVED**

This Emissions Recall involves certain 2012, 2013, and 2014 model year International® ProStar®, TranStar®, WorkStar®, PayStar®, and LoneStar® model trucks built 09 January 2012 through 12 January 2013 with 2012 model year MaxxForce® 13 engines.

**ELIGIBILITY**

This procedure applies ONLY to vehicles marked in the International® Service Portal<sup>SM</sup> with Emissions Recall 21504. Also complete any other open campaigns listed on the Service Portal at this time.

**PARTS INFORMATION**

<b>Part Number</b>	<b>Description</b>	<b>Quantity</b>
5010696R94	Valve Kit, EGR Reman	1 (used only if valve fails Step 8b)

**Parts Table 1**

## Part Number 5010696R94 Contains

Description	Quantity
Valve, Reman EGR Dual Flap	1
Gasket, EGR Valve	1
Kit, Hot Side Tubes Gaskets & Bolts	1
Bolt, M8 X 30 Heat Resistant	9

### Parts Table 2

## 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 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, allow components in engine compartment to cool before servicing engine or vehicle.

**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 a flat surface with the wheels straight ahead.
2. Shift the transmission to park or neutral and set the parking brakes.
3. Turn vehicle ignition to Key OFF position.
4. Install wheel chocks.
5. Pull a Health Report from vehicle if one was not created at time of write-up.
6. Review fault code(s) for any active Diagnostic Trouble codes (DTCs) related to the EGR System. If present, refer to Engine Diagnostic Manual troubleshooting procedures for detailed instructions.

7. Perform EGR valve function verification utilizing the EGR Valve Position Test and Air Management Test. Refer to appropriate Engine Diagnostic manual procedures for detailed instructions.
8. Does EGR valve pass EGR Valve Position Test and Air Management Test?
  - a. If the EGR valve passes both tests: proceed to Steps 9 and 10.
  - b. If the EGR valve fails one or both tests: replace EGR valve. Refer to Engine Service manual procedures for detailed instructions. Then proceed to Steps 9 and 10.
9. Remove wheel chocks.

**Additional Requirements for Dealers and Customers Operating in California**

**NOTE: The following step is required for dealers and customers operating in the state of California.**

10. After completing this recall, dealer must fill out salmon-colored Proof of Correction certificate and provide a copy to customer.
  - a. Use Figure 1 on next page (certificate to color print on white paper) to print DMV certificates.



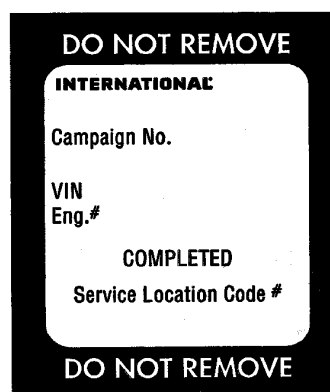
## **LABOR INFORMATION**

<b>Operation Number</b>	<b>Description</b>	<b>Time</b>
A40-21504-1	Perform EGR Verification Testing	0.3 hrs.
A40-21504-2	Replace EGR Valve, LoneStar® & ProStar®	2.8 hrs.
A40-21504-3	Replace EGR Valve, TranStar® & WorkStar®	2.6 hrs.
A40-21504-4	Replace EGR Valve, PayStar®	3.4 hrs.
A40-21504-5	R&R Engine Cover, Only TranStar® with Premium Interior	0.2 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.



The image shows a rectangular label with a white background and a black border. The text on the label is as follows:

**DO NOT REMOVE**

**INTERNATIONAL**

Campaign No. \_\_\_\_\_

VIN \_\_\_\_\_

Eng.# \_\_\_\_\_

**COMPLETED**

Service Location Code # \_\_\_\_\_

**DO NOT REMOVE**

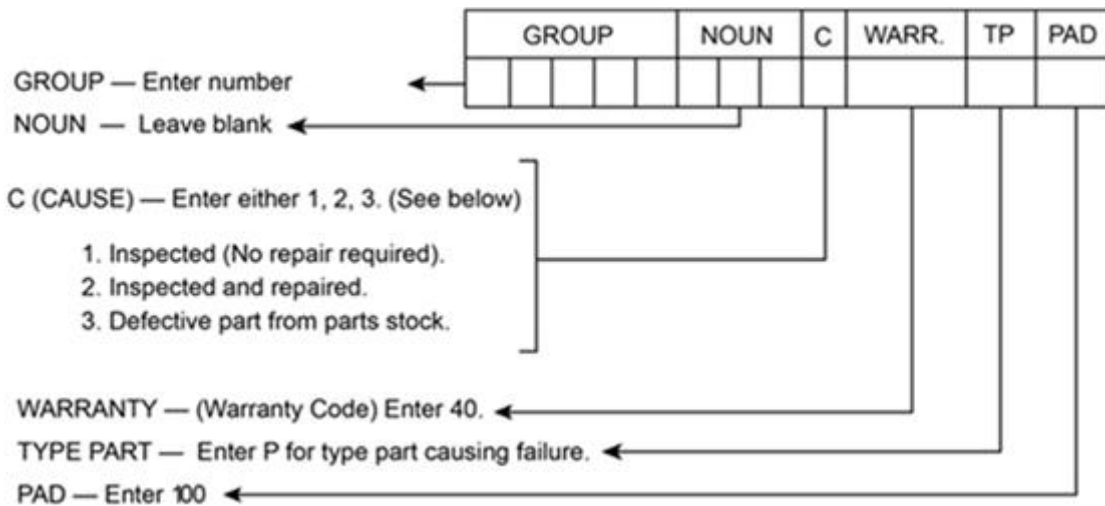
## **ADMINISTRATIVE/DEALER RESPONSIBILITIES**

### **WARRANTY CLAIMS**

Warranty claim expense is to be charged to Warranty. Claims are to be submitted in the normal manner, making reference to Emissions Recall 21504.

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 submission, 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, tube of silicone) should be prorated for the cost of the individual pieces/amount used during each repair.



## UNITED STATES AND POSSESSIONS

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.

## NAVISTAR, INC



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navistar.com



A NAVISTAR COMPANY

## EMISSIONS RECALL 21504

ISSUE DATE: SEPTEMBER 2021

Dear INTERNATIONAL® Customer,

Navistar, Inc. has determined that a defect which relates to prescribed emission standards may exist in certain 2012, 2013, and 2014 model year International® ProStar®, TranStar®, WorkStar®, PayStar®, and LoneStar® model trucks built 01/09/2012 through 01/12/2013 with 2012 model year MaxxForce 13 engines. Your engine is or may be releasing air pollutants which exceed California standards.

### **REASON FOR THIS EMISSIONS RECALL**

EGR System inspection.

### **DEFECT REMEDY**

The inspection will include reviewing diagnostic codes; inspection of the EGR valve, EGR System, and may include EGR valve replacement. Dealerships have parts and instructions to repair your vehicle. The inspection and repair will be performed free of charge and take approximately 30 minutes to 3 hours and 20 minutes to complete.

### **ACTIONS YOU SHOULD TAKE**

Navistar's records indicate that you own a vehicle involved in this recall. The vehicle is identified on the enclosed card.

To ensure your full protection under the emission warranty on your engine by Federal law, and your right to participate in future recalls, we recommended you have your engine serviced as soon as possible. Navistar may consider lack of presenting your vehicle for service to be improper maintenance. The engine, if not repaired, may fail an emission inspection test if state or local law requires one.

**If you own this vehicle**, please schedule an appointment with any INTERNATIONAL® dealer to have your vehicle repaired at no cost to you. Scheduling an appointment in advance will ensure that a mechanic and necessary materials are available. You can find your nearest dealer by calling 1-800-448-7825 or by using the dealer locator at <http://www.internationaltrucks.com>.

**If you are the lessor of this vehicle**, please forward a copy of this notice to the lessee within ten days to comply with federal regulations.

**If you do not own this vehicle**, please fill out and return mail the enclosed card so that you will not be contacted again about this recall.

### **ADDITIONAL INFORMATION FOR CALIFORNIA RESIDENTS**

**If you live in California and don't have this recall performed:** The state of California requires the completion of emissions recall repairs prior to vehicle registration renewal. The engine, if not repaired, may fail an emission inspection test if state or local law requires one.

**How the state knows that the recall has not been performed:** State of California regulations require Navistar to provide the Department of Motor Vehicles with a record of all vehicles that have not had the recall service performed.

Your dealer will provide you with a Vehicle Emissions Recall Proof of Correction Form after the recall service is performed. Be sure to save this form since the California Department of Motor Vehicles may require that you supply it as proof that the recall has been performed.

### **IF YOU NEED FURTHER ASSISTANCE**

If you believe that Navistar has failed to remedy the noncompliance without charge within a reasonable time or you experience any difficulty obtaining repairs, please follow the procedure described in the Owner Assistance Guide section in your Owner's Manual or call toll free 1-800-448-7825.

Navistar requests your prompt attention and patience regarding the correction of this defect and apologizes for any inconvenience this may cause you.

**Navistar, Inc.**