

Authorized Field Change



AFC 21901

Date: OCTOBER 2021

Subject File: ENGINE

Subject: Quality Level Sensor (QLS) Emergency Calibration Release

Model: International® HV™, HX®, LT®, and RH™ Series

Start Date: 4 January 2016 End Date: 12 August 2021

Engine Family: International® A26

DESCRIPTION

The Environmental Protection Agency (EPA) and California Air Resources Board (CARB) have approved an emergency calibration to provide temporary relief from the global supply shortage of electrical components. When there is a communication fault in the DEF head unit / Quality Level Sensor (QLS) this temporary calibration will allow the vehicle to operate. The procedure in this document will include diagnosing the DEF head unit / QLS and if found to be defective will advise to install the temporary engine calibration if replacement parts are not available. Any vehicle that receives this calibration will be required to have it removed and a new QLS installed once parts become available, this will be managed through future communication.

ELIGIBILITY

This procedure applies ONLY to vehicles marked in the International® Service Portal™ with Authorized Field Change 21901 and when the following conditions are true:

- Has fault code 3516-19 and / or 1761-19;
- Determines the QLS needs to be replaced after following iKNow IK0700115;
- No replacement parts are available.

Check and complete any other open campaigns at this time.

TOOLS INFORMATION

Table 1. **Tool Information**

Description	Tool Number
EZ-Tech® or Equivalent	N/A
Navistar Engine Diagnostics (NED)	N/A
Approved USB Communication Interface	N/A
Battery Charger 55 Amp	PSC550CC


PARTS INFORMATION

After diagnosing the vehicle, and if parts are required, refer to the “Calibration Required Service Parts Information” of the iKNow for the required parts.

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

NOTE: If diagnostics performed in iKNow IK0700115 results in installing the emergency calibration, remember to connect battery charger / maintainer prior to performing the calibration installation.

5. Refer to iKNow IK0700115 at the following link for detailed repair instructions:

[IK0700115 - QLS Emergency Calibration \(internationaldelivers.com\)](http://internationaldelivers.com)

6. If programming has been performed and completed, disconnect battery charger / maintainer from vehicle batteries.
7. Remove wheel chocks.

LABOR INFORMATION

Operation number must appear on all claims.

Table 2. Labor Information

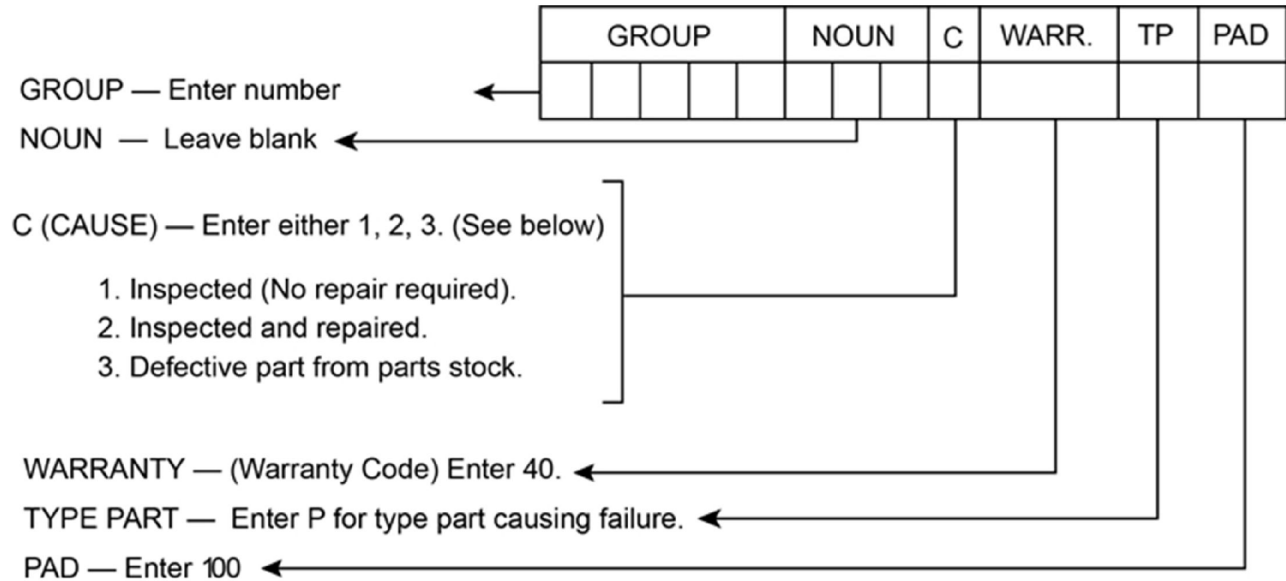
Operation No.	Description	Time
A40-21901-1	Diagnose QLS and Install Emergency Calibration	0.8 hrs

ADMINISTRATIVE PROCEDURE

Expense is to be charged to Warranty. Claims are to be submitted in the normal manner, making reference to Authorized Field Change Number 21901.

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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