

# ***SERVICE PROCEDURE***

23521R1  
April, 2024

**SUBJECT: EMISSIONS RECALL**  
**J1939-84 Stationary Test DM21 Parameters related to Periodic Smoke Inspection Program Scan (PSIP) on certain International® HV™, HX®, LT®, and RH™ Series trucks built 03/15/2017 thru 07/03/2022 with 2017 thru 2021 model year International® A26 engines.**

## **CUSTOMER LETTER**

Print ready (PDF file) copy of the [Customer Letter](#)

## **REASON FOR REVISION**

Note removed prior to Step 7.

## **DEFECT DESCRIPTION**

This emissions recall applies to series trucks that were built with 2017 thru 2021 model year International® A26 engines. Certain International® A26 engines may not meet the regulatory requirements for J1939-84 Stationary Test DM21 Parameters related to Periodic Smoke Inspection Program Scan (PSIP). Under certain conditions, this noncompliance may result in inaccuracies in on-board diagnostics functionality and potentially issues with ongoing inspection and maintenance programs.

## **MODELS INVOLVED**

This emissions recall involves certain International® HV™, HX®, LT®, and RH™ series trucks built 03/15/2017 thru 07/03/2022 with 2017 thru 2021 model year International® A26 engines.

## **ELIGIBILITY**

This procedure applies ONLY to vehicles marked in the International® Service Portal<sup>SM</sup> with Emissions Recall 23521. Also complete any other open campaigns listed on the Service Portal at this time.

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### **VEHICLE RECALL 23521**

## TOOLS REQUIRED

Description	Tool Number
EZ-Tech® or equivalent	N/A
Service Diagnostics Solutions (SDS)	N/A
Battery Charger 55 Amp	PSC550CC

**Table 1** Tools Required

## PARTS INFORMATION

There are no parts for this recall.

## 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 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 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 the transmission to Park or Neutral and set the parking brake.
3. Turn vehicle ignition to Key OFF position.
4. Install wheel chocks.
5. Connect battery charger / maintainer to vehicle battery.
6. Connect to engine using Service Diagnostics Solutions (SDS).

7. Extract / review health report.
  - a. ECM calibration recently updated via OTA; proceed to Step 11 and omit performing Step 13 (customer will receive Proof of Correction certificate by other means).
  - b. ECM calibration not current; proceed to Step 8.
8. Program ECM.

**NOTE: The document listed in the table below contains general information about each reprogramming method and software.**

**PROGRAMMING SOFTWARE**

Programming Method	Programming and Troubleshooting Instructions
SDS	Service Diagnostics Solutions User Guide 4328790

**Table 2** Programming Software

9. If assistance is needed, International® dealers should contact Vehicle Programming by creating an iKNOW case file. Customers should contact Vehicle Programming by calling 1-800-336-4500, options 3, 4,1.

**NOTE: Clear all inactive / previously active faults after programming. Only perform diagnostics or procedures on ACTIVE faults.**

10. If any inactive / previously active faults are found after programming, clear them from ECM. Only perform diagnostics or procedures on active faults.
11. Disconnect battery charger / maintainer from vehicle battery.
12. 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.**

13. After completing this recall, dealer must fill out salmon-colored Proof of Correction certificate and provide a copy to customer.



Operation Number	Description	Time
A40-23521-1	Calibration current; programming not required	0.2 hrs
A40-23521-2	Calibration not current; reprogram ECM	0.3 hrs

**Table 3** Labor Information

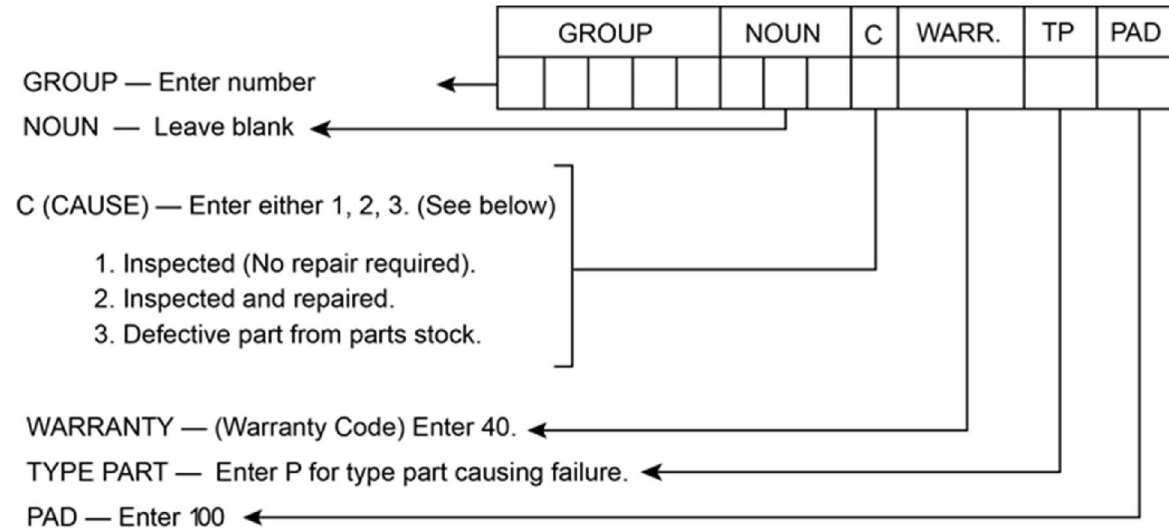
## **ADMINISTRATIVE / DEALER RESPONSIBILITIES**

### **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 23521.

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

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#### **VEHICLE RECALL 23521**

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.**