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Compliance Dept.

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# SERVICE PROCEDURE

19508

NOVEMBER 2019

**SUBJECT: SAFETY RECALL**  
**Block heater on certain 2019 International® CV™ Series trucks built 11 January 2018 thru 23 July 2019 with feature code 12XBL (Engine Block Heater Option)**

## **DEFECT DESCRIPTION**

A short-circuit condition may develop in the block heater at the terminals that connect the cable to the block heater. A short-circuit condition can cause damage to engine components and, in rare cases, start a fire in the engine compartment.

## **MODELS INVOLVED**

This Safety Recall involves certain 2019 International® CV™ Series trucks built 11 January 2018 thru 23 July 2019 with feature code 12XBL (Engine Block Heater Option).

## **ELIGIBILITY**

This procedure applies ONLY to vehicles marked in the International® Service Portal™ with Safety Recall 19508. Also complete any other open campaigns listed on the International® Service Portal at this time.

## **PARTS INFORMATION**

Part Number	Part Description	Quantity
8900288R91	Block Heater	1

## **TOOLS REQUIRED**

Description	Tool Number
Coolant Management Tool	KL 5007 NAV
Cooling System Adapter	09-040-02

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### VEHICLE RECALL 19508

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## **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 state and federal 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 if front of and behind the wheels 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, sparks and 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 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.
5. Unlatch and open hood.

6. Using a floor jack positioned at a safe location on front axle, lift vehicle and secure with jack stands.
7. Lower vehicle onto jack stands.
8. Drain cooling system; refer to appropriate technician manual for detailed instructions.

**NOTE: Some vehicles were built with the electrical power cable connected to the block heater and some vehicles were built with the electrical power cable disconnected and a protective cover installed on the block heater terminals and on the electrical power cable receptacle.**

9. Remove electrical power cable or protective cover from block heater terminals.
10. Place a clean, suitable drain pan under block heater.
11. Replace block heater; refer to appropriate engine service manual for detailed instructions.
12. If necessary, remove protective cover from block heater electrical power cable.
13. Connect electrical power cable to block heater.
14. Using a floor jack positioned at a safe location, raise vehicle off jack stands.
15. Remove jack stands from under vehicle and safely lower vehicle to ground.
16. Fill cooling system; refer to appropriate technician manual for detailed instructions.
17. Close and latch hood.
18. Remove wheel chocks.

## **END OF SERVICE PROCEDURE**

### **LABOR INFORMATION**

<b>Operation Number</b>	<b>Description</b>	<b>Time</b>
A40-19508-1	Replace Block Heater	0.9 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.

DO NOT REMOVE	
<b>INTERNATIONAL</b>	
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 Safety Recall 19508.

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.

GROUP	NOUN	C	WARR.	TP	PAD

GROUP — Enter number ←

NOUN — Leave blank ←

C (CAUSE) — Enter either 1, 2, 3. (See below)

1. Inspected (No repair required)
2. Inspected and repaired
3. Defective part from parts stock.

WARRANTY — (Warranty Code) Enter 40. ←

TYPE PART — Enter P for type part causing failure. ←

PAD — Enter 100 ←

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### VEHICLE RECALL 19508

## **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.**