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By Recall Management division at 3:21 pm, Feb 19, 2014

P: 331-332-1590
W: navistar.com

February 19, 2014

Associate Administrator for Enforcement
National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington D.C. 20590Subject: Defect Information Report (Initial)
Navistar Campaign 14505

Dear Associate Administrator:

This defect information report is submitted pursuant to Part 573.6(a).

(1) MANUFACTURER'S NAME [Part 573.6(c)(1)]

- Navistar, Inc. for its INTERNATIONAL[®] brand trucks.

(2) IDENTIFICATION OF VEHICLES [Part 573.6(c)(2)]

- Vehicle Type / Make / Model / Model Year Involved:
 - Commercial Truck / INTERNATIONAL[®] / DuraStar[®] / 2011, 2012, 2013, and 2014
 - Commercial Truck / INTERNATIONAL[®] / TerraStar[®] / 2012, 2013 and 2014
- Vehicle Manufacturing Dates:
 - 02/25/2010 thru 02/18/2013
- Other Identification Necessary to Describe Vehicles:
 - Models intended for emergency vehicle operations equipped with 2010 MaxxForce[®] 7 V-8 diesel engines.

(3) COMPONENT MANUFACTURER [Part 573.6(c)(2)(iv)]

- This report relates to a defect in a vehicle level assembly controlled by Navistar, Inc.

(4) *VEHICLE POPULATION INVOLVED* [Part 573.6 (c)(3)]

Type	Make	Model	Number of Suspect Vehicles		
			United States	Canada	Export
Commercial Truck	INTERNATIONAL®	DuraStar®	183	35	0
Commercial Truck	INTERNATIONAL®	TerraStar®	355	12	0

(5) *PERCENTAGE OF VEHICLES ESTIMATED TO CONTAIN THE DEFECT* [Part 573.6 (c)(4)]

- It is estimated that all (100%) of the vehicles in suspect population could have the defect.

(6) *DESCRIPTION OF DEFECT* [Part 573.6 (c)(5)]

- Emergency vehicle applications originally left the assembly plant with Engine Warning Protection Shutdown (EWPS) disabled. An error with the field service tool software used to recalibrate the Engine Control Module (ECM) could cause the EWPS to be enabled inadvertently when programming in the field for other calibration changes. If certain engine faults occur, this could lead to loss of power and eventual engine stall. Progression from derate to engine shutdown during emergency vehicle procedures could increase the risk of injury to a patient or the public.

(7) *CHRONOLOGY OF PRINCIPAL EVENTS WHICH LED TO DETERMINATION OF A SAFETY DEFECT or TEST RESULTS THAT LED TO DETERMINATION OF NONCOMPLIANCE* [Part 573.6 (c)(6)/(7)]

- 06/19/2013 – Navistar receives communication of a customer unit that experienced derate/shutdown during an emergency run.
- 06/27/2013 – Navistar initiates investigation to determine the root cause of the reported shutdown. No other reports were found when reviewing field reports and warranty records.
- 07/01/2013 – Engineering and Field Service determine that beginning with recalibration CN 1236 released on 2/28/13 any recalibration with the field service tool could result in EWPS becoming enabled inadvertently. The software in the service tool was changed to prevent EWPS to enable on units intended for emergency operations.
- 09/27/2013 – Engineering and Reliability meet to initiate investigation of engine programming records to determine the extent of the issue. At this point there were still no other reports of emergency vehicles derating to the point of shutdown.
- 11/15/2013 – Engineering releases calibration software update CN-1991 to facilitate traceability of the EWPS programmable parameter corrections being made via service reflashing tools.
- 1/6/2014 – Engineering, Reliability, and Product Compliance meet to review any further field reports and determine the scope of the issue. Although no further emergency vehicle reports of shut down were identified, the review of programming records did indicate that some units did have the EWPS enabled through the service tool software.
- 01/10/2014 – Navistar determines the suspect emergency vehicle population that could have EWPS enabled.

- 02/12/2014 – Navistar declares a safety recall.

(8) PROGRAM TO REMEDY DEFECT [Part 573.6 (c)(8)]

- The remedy will involve recalibration of the ECM software to ensure all emergency vehicles have the EWPS disabled, and that no technicians could change this parameter in the field inadvertently in the future.

(9) PLAN FOR REIMBURSEMENT [Part 573.6 (c)(8)(i)]

- Navistar's plan for reimbursement of pre-notification remedies, on file and dated 01/05/09, applies and instructions will be included in the customer notification.

(10) SCHEDULE FOR RECALL NOTIFICATION [Part 573.6 (c)(8)(ii)]

- It is estimated that the owner notification letter will be mailed by 03/19/2014

(11) MANUFACTURER'S CAMPAIGN NUMBER [Part 573.6 (c)(11)]

- 14505

The undersigned should be contacted for any additional information regarding this recall on (331) 332-1590.

Sincerely,



R. L. Van Laar
Compliance Manager
Navistar, Inc.

RV: FI