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Compliance Dept

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# SERVICE PROCEDURE

14505

MARCH 2014

**SUBJECT: SAFETY RECALL**  
ECM Recalibration on certain DuraStar® and TerraStar® models intended for emergency operations built 25 February 2010 thru 18 February 2013 with MaxxForce® 7 engines

## **DEFECT DESCRIPTION**

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

## **MODELS INVOLVED**

This Safety Recall involves certain DuraStar® and TerraStar® models intended for emergency operations built 25 February 2010 thru 18 February 2013 with MaxxForce® 7 engines.

**NOTE: ONLY the 146 VINs listed below will require inspection of the Fuel Cooler Valve for the presence of the filter screen. If the filter screen is present, remove the screen according to iKNow [IK1200633](#).**

### **VIN List**

CJ588797	CJ385889	CJ546937	CJ565564	CH628179
CJ584861	CJ386301	CJ546938	CJ565565	CH628180
CH628183	BL393984	CH455263	CH600387	CH628182
CJ597724	CJ385886	CJ549482	CJ562089	CH629710
BH330106	CJ385888	CJ539578	CJ586489	CH629701
BH374984	CJ385887	CH557186	CJ617434	CJ610519
BH331748	CJ388634	CH557187	CH620512	CJ610520
BH374645	BL423935	CH566220	CH627250	CJ609936

BH355514	BJ409244	CL538204	CH627263	CJ609967
BH355515	CJ393625	CL538206	CJ623198	CJ610509
BJ381660	CJ401115	CH590737	CJ626305	CJ610524
BJ385022	CJ422178	CJ588791	CJ557143	CJ610527
BJ391633	CJ386735	CJ588795	CJ583302	CH652522
BJ394419	CJ437728	CJ588796	CJ586668	CJ623787
BJ392162	CJ382822	CJ588798	CJ586669	CJ628160
BJ388614	BH444602	CJ586594	CJ586670	CJ661101
BJ407326	BH444603	CH590171	CJ597004	CJ607071
BJ407483	CH444604	CJ590992	CJ610136	CJ609985
BL401086	CJ433222	CJ588804	CJ620762	CJ598058
BJ407324	CJ454900	CJ543100	CJ608619	CJ678699
BJ407340	CJ454901	CJ551825	CJ610514	CJ678700
BJ407450	CJ454902	CJ601253	CJ611269	CJ678701
BJ407484	CJ458137	CJ601254	CJ617904	CH639247
BJ407486	CJ458143	CJ551823	CJ621953	CJ678702
BJ407323	CJ411298	CJ551822	CJ621955	CJ601574
BJ407331	CH546942	CJ551826	CJ610023	CJ690572
BJ410615	CL453374	CH596498	CJ610528	
BL392582	CH534589	CJ551824	CJ613042	
CJ377566	CH546940	CJ551829	CJ610119	
CJ386300	CJ407456	CJ552974	CJ632713	

## **PARTS INFORMATION**

There are no parts for this Safety Recall.

## **SERVICE PROCEDURE**

**WARNING! 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. FAILURE TO COMPLY MAY RESULT IN PROPERTY DAMAGE, PERSONAL INJURY, AND / OR DEATH.**

**WARNING! ALWAYS WEAR SAFE EYE PROTECTION WHEN PERFORMING VEHICLE MAINTENANCE. FAILURE TO COMPLY MAY RESULT IN PERSONAL INJURY AND / OR DEATH.**

1. Bring vehicle into shop and park on flat surface with the wheels straight ahead.

2. Shift transmission to park or neutral and set parking brakes.
3. Install wheel chocks.
4. Verify ECM has latest software by referring to vehicle calibration scorecard in Service Portal<sup>SM</sup> system.
  - a. If calibration scorecard indicates calibration is not current, engine must be programmed to raise calibration to latest level. Proceed to Step 5.
  - b. If calibration scorecard indicates calibration is current, proceed to Step 7.

**NOTE: If AutoUpgrade functionality is not available, use NETS.**

5. Program ECM using NETS or AutoUpgrade.

**NOTE: For Instructions, refer to IK2600010 – NETS Programming and Troubleshooting Guide. Use Update to Latest Calibration programming option, or IK2600082 – AutoUpgrade Programming Instructions.**

**These articles contain general information about each programming method and software, with links to specific instructions.**

6. If assistance is needed, contact Vehicle Programming by creating an iKNow case file or calling 1-800-336-4500, options 3,1,1.
7. Remove wheel chocks.

## **END OF SERVICE PROCEDURE**

## **LABOR INFORMATION**

<b>Operation Number</b>	<b>Description</b>	<b>Time</b>
A40-14505-1	Recalibrate ECM	0.2 hr
A40-14505-2	Inspect and / or Remove Fuel Cooler Valve Filter Screen (For 146 VINs Only)	0.3 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.



The image shows a rectangular label template with a black border. At the top and bottom, it says "DO NOT REMOVE" in white capital letters. In the center, there is a white rectangular area with a black border. Inside this area, the word "INTERNATIONAL" is printed in bold black capital letters. Below that, there are two lines of text: "Campaign No." and "VIN Eng.#". Further down, the word "COMPLETED" is printed in bold black capital letters. Below that, there is one more line of text: "Service Location Code #".

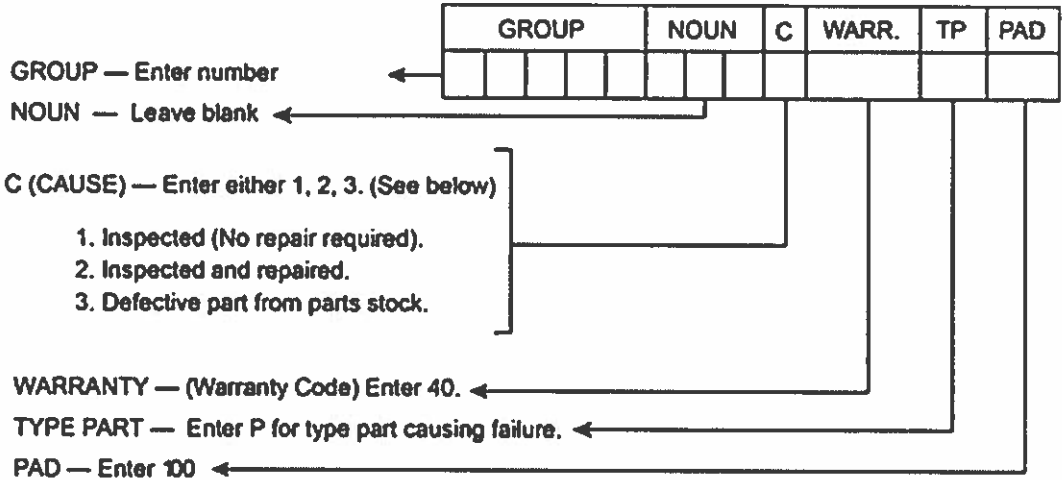
## **ADMINISTRATIVE / DEALER RESPONSIBILITIES**

### **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 14505.

It is important that the coding be completed properly to assist in processing the warranty claim. Complete instructions will be found in the Warranty Policy Manual, Section 7.1.8.

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**

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**