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Compliance Dept

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SERVICE PROCEDURE

15511

JULY 2015

SUBJECT: SAFETY RECALL

Tail Pipe on certain LoneStar[®], ProStar[®], and 9900 models built 6 January 2014 thru 13 March 2015 with feature code 07MCJ (6 inch diameter tail pipe)

DEFECT DESCRIPTION

An incomplete weld at the flared section of the tail pipe may cause a crack in the weld, which may result in partial or full separation of the tail pipe from the vertical exhaust pipe. If the tail pipe separates from the vertical exhaust pipe during vehicle operation, it could hit another vehicle in the roadway or land in the roadway and be hit by another vehicle, which could result in property damage or personal injury.

MODELS INVOLVED

This Safety Recall involves certain LoneStar[®], ProStar[®], and 9900 models built 6 January 2014 thru 13 March 2015 with feature code 07MCJ (6 inch diameter tail pipe).

ELIGIBILITY

This procedure applies ONLY to vehicles marked in the International[®] Service PortalSM with Safety Recall 15511. Also complete any other open campaigns listed on the Service Portal at this time.

PARTS INFORMATION

NOTE: DO NOT preorder exhaust stack kits for inventory. Once customer repair request is confirmed, the appropriate kit specific for that customer's vehicle can only be obtained using the Fleet Information Request Tool and clicking on the appropriate campaign number.

Do the steps below to request a repair kit.

The screenshot shows the 'International Fleet Information Request Tool' web page. At the top, there is a navigation bar with links: Home, Publications, Service Information, Warranties, Dealer, Vehicles, Support, and a search bar for Chassis / VIN Number. Below the navigation bar is a form with fields for 'File' (with a 'Browse' button and a link to 'Download Sample File') and 'Email Address'. There are two checkboxes: 'Fleet Info Request (2500 Row Limit)' and 'Campaign Parts' (which has a dropdown menu showing 'Recall 14516'). Below these are 'Submit' and 'Reset' buttons. At the bottom of the form area, it says 'Copyright 2015 Navistar, Inc.' and a code '000C367261'.

Figure 1. Fleet Information Request Tool.

1. Fleet Information Request Tool via VIN submission:
 - a. Navigate to International[®] Service PortalSM, select WARRANTY, then select FLEET INFORMATION REQUEST TOOL (https://evalue.internationaldelivers.com/service/service_info/FleetInfoRequestTool.aspx).
 - b. Upload a complete VIN list (sample format provided on Request Tool web site).
 - c. Click on CAMPAIGN PARTS and select the associated recall.
 - d. Click on SUBMIT.
 - e. An e-mail will be sent to the requestor depicting appropriate tail pipes associated with the VIN list submitted.

SERVICE PROCEDURE

WARNING! TO PREVENT PROPERTY DAMAGE, PERSONAL INJURY, AND / OR DEATH, 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.

1. Park vehicle on a flat surface with wheels straight ahead.
2. Shift transmission to Park or Neutral and set parking brakes.
3. Install wheel chocks.
4. On right side, loosen clamp that secures stack tail pipe to vertical exhaust pipe.
5. Note positioning of stack tail pipe outlet, then remove stack tail pipe from vertical exhaust pipe and discard.
6. Insert new stack tail pipe into vertical exhaust pipe. Make sure stack tail pipe is oriented in same position as noted in Step 5.

NOTE: Exhaust clamps should be tight and secure, and installed in overlapping area between stack tail pipe and vertical exhaust pipe.

7. Position exhaust clamp so clamp overlaps area between tail pipe and vertical exhaust pipe. Tighten clamp and torque to 46 ft-lb (62 N•m).
8. Repeat Steps 4 - 7 on left exhaust stack.
9. Remove wheel chocks.

END OF SERVICE PROCEDURE

LABOR INFORMATION

Operation Number	Description	Time
A40-15511-1	Replace Tail Pipe, Both	0.6 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	
INTERNATIONAL	
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 15511.

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 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 ←

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.