

# ***SERVICE PROCEDURE***

13503  
MAY 2013

**SUBJECT: EMISSIONS RECALL**  
Recalibration on certain PayStar<sup>®</sup>, ProStar<sup>®</sup>, TranStar<sup>®</sup>, and WorkStar<sup>®</sup> models built 28 September 2010 through 15 January 2013 with certain 2010, 2011, and 2012 model year MaxxForce<sup>®</sup> 11 engines.

## **DEFECT DESCRIPTION**

Certain 2010, 2011, and 2012 model year MaxxForce<sup>®</sup> 11 engines do not meet EPA emissions requirements. This recall involves installing an updated engine control module (ECM) calibration to bring the engine within the emissions limit as specified in the engine certification.

## **MODELS INVOLVED**

This emissions recall involves PayStar<sup>®</sup>, ProStar<sup>®</sup>, TranStar<sup>®</sup>, and WorkStar<sup>®</sup> models built 28 September 2010 through 15 January 2013.

## **PARTS INFORMATION**

No parts are required for this recall.

## **SERVICE PROCEDURE**

**WARNING!** PARK VEHICLE ON HARD FLAT SURFACE, TURN THE ENGINE OFF, SET THE PARKING BRAKE AND BLOCK THE WHEELS TO PREVENT THE VEHICLE FROM MOVING IN BOTH DIRECTIONS. FAILURE TO DO SO MAY RESULT IN PROPERTY DAMAGE, PERSONAL INJURY AND / OR DEATH.

**WARNING!** IF THE VEHICLE MUST BE RAISED, DO NOT WORK UNDER THE VEHICLE SUPPORTED ONLY BY JACKS. JACKS CAN SLIP OR FALL OVER, POTENTIALLY RESULTING IN PROPERTY DAMAGE, PERSONAL INJURY AND / OR DEATH.

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

**WARNING!** ALLOW COMPONENTS IN ENGINE COMPARTMENT TO COOL BEFORE SERVICING ENGINE OR VEHICLE. FAILURE TO DO SO MAY RESULT IN PROPERTY DAMAGE, PERSONAL INJURY AND / OR DEATH.

**WARNING!** KEEP FLAMES OR SPARKS AWAY FROM VEHICLE AND DO NOT SMOKE WHILE SERVICING THE VEHICLE'S BATTERIES. BATTERIES EXPEL EXPLOSIVE GASES. FAILURE TO DO SO MAY RESULT IN PROPERTY DAMAGE, PERSONAL INJURY, AND / OR DEATH.

**WARNING!** REMOVE THE GROUND CABLE FROM THE NEGATIVE TERMINAL OF THE BATTERY BOX BEFORE DISCONNECTING ANY ELECTRICAL COMPONENTS. ALWAYS CONNECT THE GROUND CABLE LAST. FAILURE TO DO SO MAY RESULT IN PROPERTY DAMAGE, PERSONAL INJURY, AND / OR DEATH.

1. Verify engine control module (ECM) has latest software by referring to vehicle calibration scorecard on International<sup>®</sup> Service Portal<sup>SM</sup> system.
  - a. If calibration scorecard indicates calibration is not current and engine must be reprogrammed, proceed to Step 2.
  - b. If calibration scorecard indicates calibration is current, engine does not need to be reprogrammed. Dealers and customers operating in California must proceed to Step 4. No further action is required for dealers and customers operating outside California.

2. ECM programming method for 2010, 2011, and 2012 MaxxForce® 11 engines is to use NETS or Auto Upgrade.
  - a. For instructions, refer to [IK2600010 – NETS Programming and Troubleshooting Guide](#). Use Update to Latest Calibration programming option, or [IK2600082 – Auto Upgrade Programming Instructions](#).
  - b. These articles provide general information about each programming method and software, with links to specific instructions for each.

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

3. If additional assistance is needed, contact Vehicle Programming by creating an iKNow case file or calling 1-800-336-4500, and selecting options 3, 1, 1.

#### **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.

4. After completing this recall, dealer must fill out salmon-colored Proof of Correction certificate and provide a copy to customer.
  - a. Use either Figure 1 (certificate to print on white paper) or Figure 2 (certificate to print on salmon-colored paper) to print DMV certificates.

| Vehicle Emission Recall - Proof of Correction  |      |                            |                     |   |
|--|------|----------------------------|---------------------|---|
| License Number   | Make | Year Model                 | Body Type           | Vehicle Identification Number<br><div style="display: flex; justify-content: space-around;"> <div style="border: 1px solid black; width: 20px; height: 20px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px;"></div> </div> |
| Manufacturer _____   |      |                            | Recall Number _____ |   |
| The above described vehicle has been repaired, modified and/or equipped with new emission control devices to meet applicable California Emission Control Laws. |      |                            |                     |   |
| Dealer's _____   |      | Address, City, State _____ |                     |   |
| _____  |      | Dealership's Authorized    |                     |   |
| _____  |      | X                          |                     |   |
| Return this certificate to DMV <u>only</u> when required - otherwise retain for your records.  |      |                            |                     |   |

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Figure 1. DMV Certificate, Salmon (Print on 8.5 x 11 inch White Paper).

| Vehicle Emission Recall - Proof of Correction  |      |                            |                     |   |
|--|------|----------------------------|---------------------|---|
| License Number   | Make | Year Model                 | Body Type           | Vehicle Identification Number<br><div style="display: flex; justify-content: space-around;"> <div style="border: 1px solid black; width: 20px; height: 20px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px;"></div> <div style="border: 1px solid black; width: 20px; height: 20px;"></div> </div> |
| Manufacturer _____   |      |                            | Recall Number _____ |   |
| The above described vehicle has been repaired, modified and/or equipped with new emission control devices to meet applicable California Emission Control Laws. |      |                            |                     |   |
| Dealer's _____   |      | Address, City, State _____ |                     |   |
| _____  |      | Dealership's Authorized    |                     |   |
| _____  |      | X                          |                     |   |
| Return this certificate to DMV <u>only</u> when required - otherwise retain for your records.  |      |                            |                     |   |

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Figure 2. DMV Certificate, White (Print on 8.5 x 11 inch Salmon Paper).

## END OF SERVICE PROCEDURE

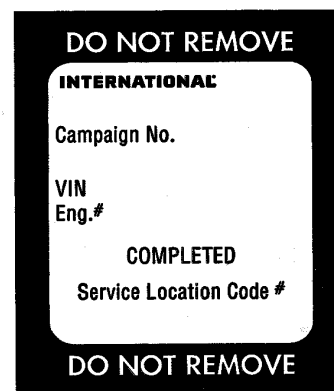
## **LABOR INFORMATION**

| <b>Operation Number</b> | <b>Description</b> | <b>Time</b> |
|-------------------------|--------------------|-------------|
| A40-13503-1             | Recalibrate ECM    | 0.4 hrs     |

## **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 with a black border. At the top, it says "DO NOT REMOVE" in white. Below that, in a white rounded rectangle, it says "INTERNATIONAL" in bold. Underneath, there are fields for "Campaign No.", "VIN", and "Eng.#". Below these fields, it says "COMPLETED" in bold, followed by "Service Location Code #". At the bottom, it says "DO NOT REMOVE" in white.

## **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 13503.

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, a barrel of oil, or a 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 G—                            |       |      |   |       |    |     |
| 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

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**