

SERVICE PROCEDURE

14504
MARCH 2014

SUBJECT: VOLUNTARY EMISSIONS RECALL
Navistar, Inc. has decided that a defect that relates to engine emissions exists in certain DuraStar[®] and WorkStar[®] model trucks built 17 January 2013 thru 18 September 2013 with 2012 and 2013 MaxxForce[®] DT, 9, and 10 engines with feature code 12WZC.

DEFECT DESCRIPTION

This emissions recall applies to certain truck models that were built with certain 2012 and 2013 MaxxForce[®] DT, 9, and 10 engines with feature 12WZC CARB engine idle. Engine programming with the CARB idle feature disabled may have been installed at the time of build even though the customer ordered the CARB option enabled. Truck models in this recall will require recalibration of the engine ECM that will enable the CARB engine idle feature.

MODELS INVOLVED

This Voluntary Emissions Recall involves certain DuraStar[®], and WorkStar[®] models built 17 January 2013 thru 18 September 2013 with 2012 and 2013 MaxxForce[®] DT, 9, and 10 engines having feature code 12WZC.

PARTS INFORMATION

There are no parts for this campaign.

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 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. Park the vehicle on a flat surface with the wheels straight ahead.
2. Shift the transmission to park or neutral and set the parking brakes.
3. Install wheel chocks.
4. Verify that ECM has latest software by referring to vehicle calibration scorecard in Service PortalSM system.
 - a. If calibration scorecard indicates that calibration is not current, engine must be reprogrammed to raise calibration to latest level. Proceed to Step 5.
 - b. If calibration scorecard indicates calibration is current, engine does not need to be reprogrammed.
 - i. Dealers and customers operating in California must proceed to Step 7.
 - ii. No further action is required for dealers and customers operating outside California. Proceed to Step 8.

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](#) – Auto Upgrade Programming Instructions.

These articles contain general information about each reprogramming 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.

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.

7. 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.
8. Remove wheel chocks.

Vehicle Emission Recall - Proof of Correction				
License Number	Make	Year Model	Body Type	Vehicle Identification Number <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
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 <div style="display: flex; justify-content: space-between; border-bottom: 1px solid black;"> </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

Operation Number	Description	Time
A40-14504-1	ECM Calibration Re-Flash	0.2 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.



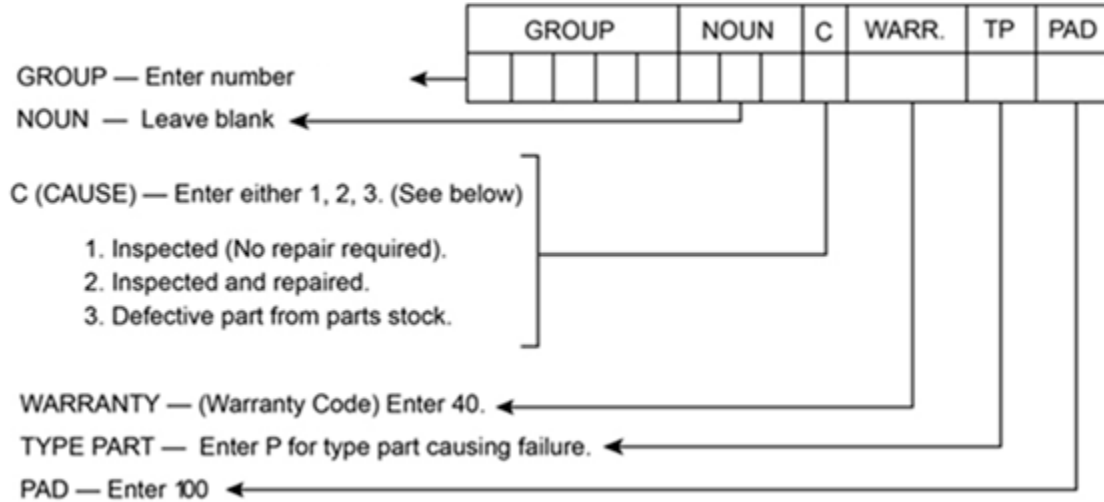
ADMINISTRATIVE / DEALER RESPONSIBILITIES

WARRANTY CLAIMS

Warranty claim expense is to be charged to Warranty. Claims are to be submitted in the normal manner, making reference to Emissions Recall14504.

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, or a tube of silicone, etc.) 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.