

# ***SERVICE PROCEDURE***

**SB-10056685-2912**

**14512**

**AUGUST 2014**

**SUBJECT: VOLUNTARY EMISSIONS RECALL**

Navistar, Inc. has decided that a defect relating to engine emissions exists in certain DuraStar<sup>®</sup> and WorkStar<sup>®</sup> model trucks and CE C, CE S, HC C, RE C, and RE S model buses built 28 February 2013 thru 08 July 2014 with certain 2013 and 2014 (OBD) MaxxForce<sup>®</sup> DT engines with feature codes 12NUN, 12NUP, 12NUR, 12NUS, or 12NUT.

**DEFECT DESCRIPTION**

This emissions recall applies to certain truck and bus models built with certain 2013 and 2014 (OBD) MaxxForce<sup>®</sup> DT engines. This recall will require recalibration of the engine ECM software. The recalibration will reduce incorrect fault codes and prevent Diesel Particulate Filter (DPF) overload. The software is applicable only to certain vehicles marked in the Service Portal<sup>SM</sup> with Voluntary Emissions Recall 14512.

**MODELS INVOLVED**

This Voluntary Emissions Recall involves certain DuraStar<sup>®</sup> and WorkStar<sup>®</sup> model trucks and CE C, CE S, HC C, RE C, and RE S model buses built 28 February 2013 thru 08 July 2014 with certain 2013 and 2014 (OBD) MaxxForce<sup>®</sup> DT engines with feature codes 12NUN, 12NUP, 12NUR, 12NUS, or 12NUT.

**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 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.
2. Shift transmission to Park or Neutral and set parking brakes.
3. Install wheel chocks.
4. Verify that Engine Control Module (ECM) has latest software by referring to vehicle calibration scorecard in Service Portal<sup>SM</sup> 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.**

**NOTE: If vehicle you are working on has custom programmable parameters, and you are using NETS, and programming as a blank module, Save a ServiceMaxx<sup>TM</sup> template of all parameters before programming so custom programmable parameters can be reset after programing.**

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 color 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"/>
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-around; align-items: center;"> <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 _____				
<div style="display: flex; justify-content: center; align-items: center;"> <div style="border: 1px solid black; width: 20px; height: 20px; margin-right: 5px;"></div> <div style="margin-left: 5px;">X</div> </div>				
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
A40-14512-1	Recalibrate ECM	0.4 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.

<b>DO NOT REMOVE</b>
<b>INTERNATIONAL</b>
Campaign No.
VIN
Eng.#
<b>COMPLETED</b>
Service Location Code #
<b>DO NOT REMOVE</b>

## 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 14512.

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 ←

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 ←

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### VEHICLE RECALL 14512

## **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.**