

SERVICE PROCEDURE

15503
APRIL 2015

SUBJECT: FIELD SERVICE CAMPAIGN
Navistar has determined that the potential for engine derate or shutdown exists in certain DuraStar[®] and WorkStar[®] model chassis intended for emergency vehicle operations built 10 March 2010 thru 12 February 2015 with MaxxForce[®] DT engines.

CAMPAIGN DESCRIPTION

This campaign applies to truck models that were built with MaxxForce[®] DT engines. This campaign will require recalibration of the Engine Control Module (ECM). This calibration will reduce the engine exhaust soot levels that enter the aftertreatment system and prevent the possibility of engine derate or eventual shutdown due to lack of performing exhaust system regeneration as a result of extensive idling typical of emergency vehicles.

MODELS INVOLVED

This campaign involves DuraStar[®] and WorkStar[®] model chassis intended for emergency vehicle operations built 10 March 2010 thru 12 February 2015 with MaxxForce[®] DT engines.

ELIGIBILITY

This procedure applies ONLY to vehicles marked in the International[®] Service PortalSM with Campaign 15503. Also, complete any other open campaigns listed on the International[®] Service PortalSM at this time.

PARTS INFORMATION

There are no parts for this campaign.

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.

WARNING! TO PREVENT PROPERTY DAMAGE, PERSONAL INJURY, AND / OR DEATH, ALLOW COMPONENTS IN ENGINE COMPARTMENT TO COOL BEFORE SERVICING ENGINE OR VEHICLE.

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

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. 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. Proceed to Step 7.

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™ template of all parameters before programming so the custom programmable parameters can be reset after programming.

5. Program ECM using AutoUpgrade or NETS.

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.
7. Remove wheel chocks.

END OF SERVICE PROCEDURE

LABOR INFORMATION

Operation Number	Description	Time
A40-15503-1	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.



The image shows a rectangular label template with a white background and a black border. At the top and bottom, it says "DO NOT REMOVE" in bold black text. In the center, there is a white rounded rectangle containing the following text: "INTERNATIONAL" in bold, "Campaign No." followed by a blank space, "VIN Eng.#" followed by a blank space, "COMPLETED" in bold, and "Service Location Code #" followed by a blank space.

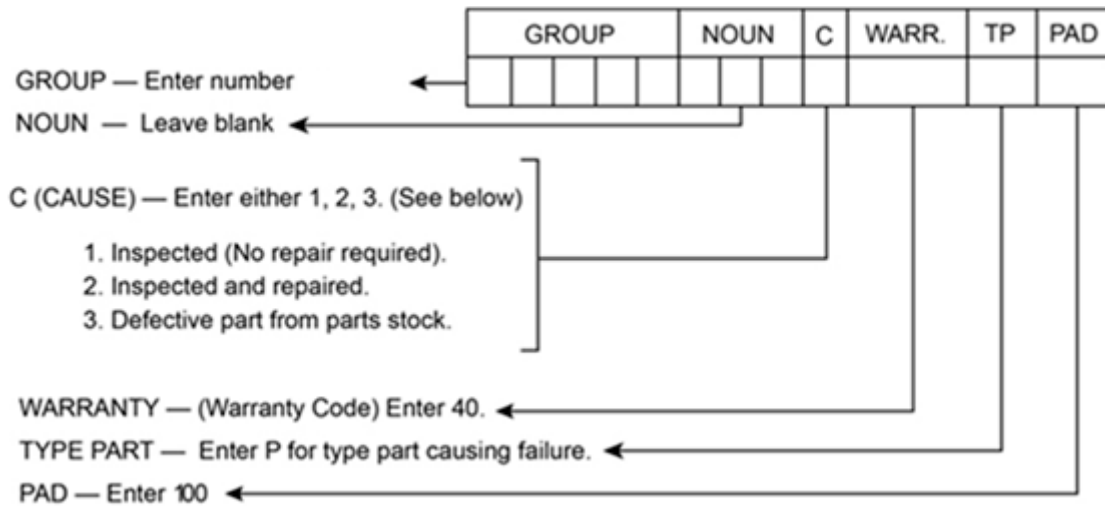
ADMINISTRATIVE / DEALER RESPONSIBILITIES

WARRANTY CLAIMS

Warranty claim expense is to be charged to Warranty. Claims are to be submitted in the normal manner, making reference to Campaign 15503.

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 tube of silicone) should be prorated for the cost of the individual pieces / amount used during each repair.



NAVISTAR, INC.