

# ***SERVICE PROCEDURE***

16507  
August, 2016

**SUBJECT: EMISSIONS RECALL**

Navistar has decided that a defect which relates to engine emissions exists in certain PayStar<sup>®</sup>, ProStar<sup>®</sup>, TranStar<sup>®</sup>, and WorkStar<sup>®</sup> models built 04 December 2009 thru 20 December 2013 with 2010 through 2013 model year MaxxForce<sup>®</sup> 13 Heavy Duty On Board Diagnostic (HD-OBD) engines.

**DEFECT DESCRIPTION**

This Emissions Recall applies to certain truck models that were built with 2010 through 2013 model year MaxxForce<sup>®</sup> 13 engines. This recall will require recalibration of the Engine Control Module (ECM). The On Board Diagnostic (OBD) data stored for purposes of defining required maintenance or repair may be inadvertently lost without notice to the operator.

**MODELS INVOLVED**

This Emissions Recall involves certain PayStar<sup>®</sup>, ProStar<sup>®</sup>, TranStar<sup>®</sup>, and WorkStar<sup>®</sup> models built 04 December 2009 thru 20 December 2013 with 2010 through 2013 model year MaxxForce<sup>®</sup> 13 heavy duty on board diagnostic (HD-OBD) engines.

**ELIGIBILITY**

This procedure applies ONLY to vehicles marked in the International<sup>®</sup> Service Portal<sup>SM</sup> with Emissions Recall 16507. Also complete any other open campaigns listed on the Service Portal 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 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 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 outside of California: No further action is required. Proceed to Step 8.
    - ii. Dealers and Customers operating in California: Proceed to Steps 8 and 9.
5. Program ECM.

**NOTE: All programming and troubleshooting information can be accessed from the articles listed in the chart below, Dealer EZ-Tech®, or clicking the link below to access the Diagnostic Software Support Resource Center.**

[Diagnostic Software Support Resource Center](#)

**NOTE: These articles contain general information about each reprogramming method and software, with links to specific instructions.**

<b>Programming Method</b>	<b>Programming and Troubleshooting Instructions</b>
<i>NavKal</i>	<i>TL2600002</i>
<i>PocketMaxx</i>	<i>IK3300001</i>
<i>Auto Upgrade</i>	<i>IK2600082</i>
<i>NETS</i>	<i>IK2600010</i>

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

**NOTE: Clear all inactive / previously active faults after programming. Only perform diagnostics or procedures on ACTIVE faults.**

7. If any inactive / previously active faults are found after programming, clear them from ECM. Only perform diagnostics or procedures on active faults.
8. Remove wheel chocks.

#### **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.**

9. 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.

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;"> <span style="width: 20px; height: 20px;"></span> <span style="width: 20px; height: 20px;"></span> <span style="width: 20px; height: 20px;"></span> <span style="width: 20px; height: 20px;"></span> <span style="width: 20px; height: 20px;"></span> <span style="width: 20px; height: 20px;"></span> <span style="width: 20px; height: 20px;"></span> <span style="width: 20px; height: 20px;"></span> <span style="width: 20px; height: 20px;"></span> <span style="width: 20px; height: 20px;"></span> <span style="width: 20px; height: 20px;"></span> <span style="width: 20px; height: 20px;"></span> <span style="width: 20px; height: 20px;"></span> <span style="width: 20px; height: 20px;"></span> <span style="width: 20px; height: 20px;"></span> <span style="width: 20px; height: 20px;"></span> <span style="width: 20px; height: 20px;"></span> <span style="width: 20px; height: 20px;"></span> <span style="width: 20px; height: 20px;"></span> <span style="width: 20px; height: 20px;"></span> </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 <div style="display: flex; justify-content: space-between; border-bottom: 1px solid black;"> <span style="width: 20px; height: 20px;"></span> <span style="width: 20px; height: 20px;"></span> <span style="width: 20px; height: 20px;"></span> <span style="width: 20px; height: 20px;"></span> <span style="width: 20px; height: 20px;"></span> <span style="width: 20px; height: 20px;"></span> <span style="width: 20px; height: 20px;"></span> <span style="width: 20px; height: 20px;"></span> <span style="width: 20px; height: 20px;"></span> <span style="width: 20px; height: 20px;"></span> <span style="width: 20px; height: 20px;"></span> <span style="width: 20px; height: 20px;"></span> <span style="width: 20px; height: 20px;"></span> <span style="width: 20px; height: 20px;"></span> <span style="width: 20px; height: 20px;"></span> <span style="width: 20px; height: 20px;"></span> <span style="width: 20px; height: 20px;"></span> <span style="width: 20px; height: 20px;"></span> <span style="width: 20px; height: 20px;"></span> <span style="width: 20px; height: 20px;"></span> </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>
A40-16507-1	ECM Programming	0.5 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**

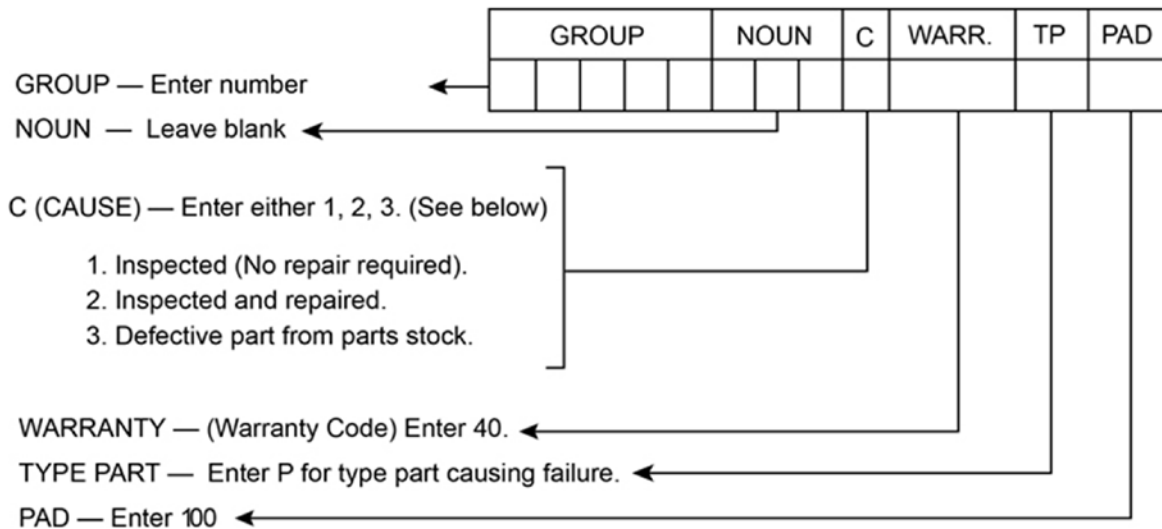
## **ADMINISTRATIVE / DEALER RESPONSIBILITIES**

### **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 16507.

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.



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## 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.**