



FIELD SERVICE CAMPAIGN – 16104

23 February 2016

SUBJECT:

ECM Reprogramming and Engine Emission Control Information Label Replacement

MODELS INVOLVED:

DuraStar®, HX Series, ProStar®, TranStar®, WorkStar®

Affected VIN List:

GN113667	GL230201	HN377842	HN377272
GL215866	GL230202	HN379746	HN378065
GH228255	HN377839	HN378079	GH248351
GL226252	HN377840	HN378078	GH248355

Table 1 Vin List

DEFECT DESCRIPTION:

This Field Service Campaign applies to a limited number of 500K Baud compliant vehicles equipped with an Exempt Emissions Label. These vehicles will require recalibration of the Engine Control Module (ECM) to production calibration. Replacement of the Exempt Emissions Label with a new Engine Emission Control Information Label is also required.

TOOLS REQUIRED:

Description	Tool Number
Control Module Programming Station	12-801-01
EZ-Tech® Laptop	N/A
500K Baud Interface Adapter (Nexiq USB Link Preferred) With Green Connector	N/A

Table 1 Tools Information

PARTS REQUIRED:

Submit a Technical Service iKnow case file under the Vehicle Programming group. Vehicle Programming Team will arrange an appointment for remote LogMeIn session. After programming is completed, a new Engine Emission Control Information Label will be shipped for overnight delivery.

NOTE: The scope of this campaign is very narrow, in that it only affects 16 vehicles. Dealers will need to Submit a Technical Service iKnow case file under the Vehicle Programming group to make an appointment for a remote LogMeIn session prior to performing this repair and to obtain the International® Engine Emission Control Information Label.

Part Number	Description	Quantity
Submit a Technical Service iKnow Case File	International® Engine Emission Control Information Label	1

Table 2 Parts Information

WORK INSTRUCTIONS

GOVERNMENT REGULATION: Engine fluid (oil, fuel, and coolant) may be a hazard to human health and the environment. Handle all fluid and other contaminated materials (such as filters and rags) in accordance with applicable regulations. Recycle or dispose of engine fluids, filters, and other contaminated materials according to applicable regulations.

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, keep flames or sparks away from vehicle and do not smoke while servicing the vehicle's batteries. Batteries expel explosive gases.

WARNING! To prevent property damage, personal injury and / or death, allow components in engine compartment to cool before servicing engine or vehicle.

NOTE: Chassis GL230201 and GL230202; access fuse holder and verify 4-pin relay (p/n 3600329C1) is installed in cavity R1 prior to service. If necessary, install 4-pin relay into cavity R1.

1. For ECM programming information and to obtain the new Engine Emission Control Information Label, create an iKNOW Technical Service case file in the Service PortalSM system under the Vehicle Programming group. In the description of issue field enter the following:

- Field Service Campaign: 16104
- Dealer contact name, phone number, and shipping address information.
- The Vehicle Programming Group will arrange an appointment to perform a remote LogMeIn session.

2. Prior to the appointment, perform the following:

- A. Bring vehicle into shop and park on flat surface.
- B. Shift transmission to Park or Neutral and set parking brakes.
- C. Install wheel chocks.
- D. Unlatch and raise hood.
- E. Remove ECM harness.
- F. Connect appropriate programming station harness to ECM.
- G. Connect harness to 12-801-01 Programming Station.
- H. Connect EZ-Tech[®] laptop to 12-801-01 Programming Station. Ensure laptop is connected to Internet.

NOTE: A phone will be required during remote LogMeIn session.

- 3. When notified, initiate Vehicle Programming remote LogMeIn session.
- 4. Vehicle Programming Team will program ECM via remote LogMeIn session.
- 5. When programming is complete, disconnect programming station harness and reconnect vehicle ECM harness.

6. Connect EZ-Tech® laptop and 500K baud interface adapter with green connector to vehicle diagnostic receptacle. Launch ServiceMaxx™.

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. The Vehicle Programming Team will arrange overnight shipment of the Engine Emission Control Information Label.

NOTE: Once you receive the Engine Emission Control Information Label, perform the following steps.

9. Working from cold side of engine, remove and discard International® Exempt Emission Control Information Label from valve cover by lifting one corner using a screwdriver or razor blade.
10. Using alcohol or solvent swab, clean label placement area.

NOTE: The label should be able to be read from cold (operator) side of engine.

11. Remove adhesive backing and install new Engine Emission Control Information Label to valve cover.
12. Close and latch hood.
13. Remove wheel chocks.

LABOR INFORMATION

Operation number must appear on all claims.

Table 3 Labor Information

Operation Number	Description	Time
A40-16104-1	Recalibrate ECM and Replace Label	1.0 hrs

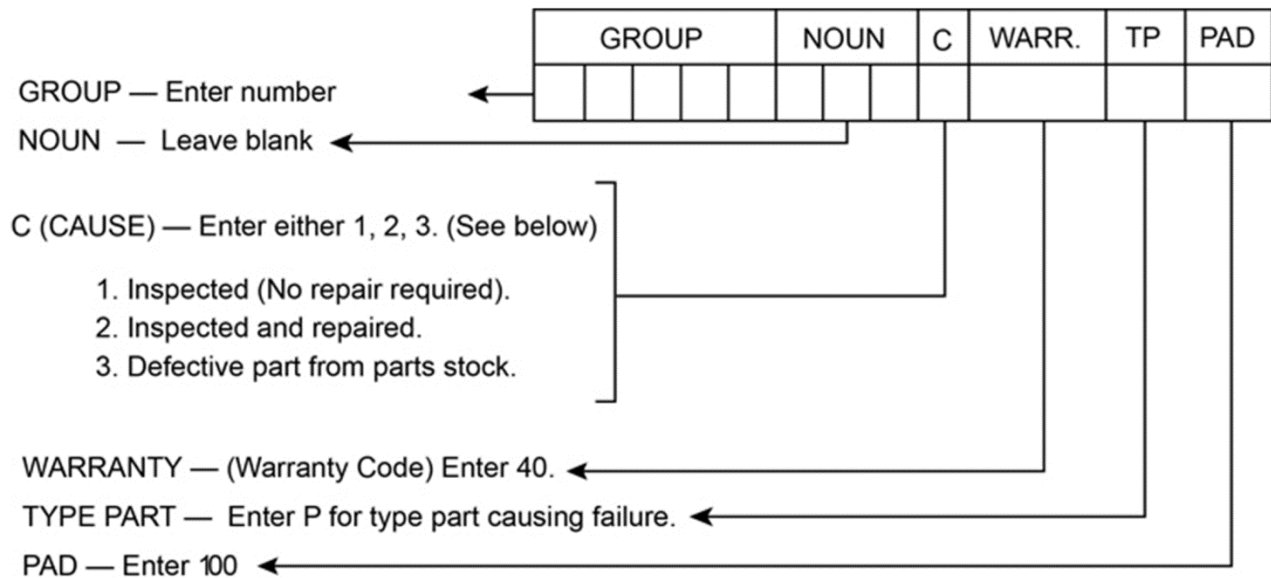
WARRANTY CLAIMS

Warranty claim expense is to be charged to Warranty. Claims are to be submitted in the normal manner, making reference to Field Service Campaign 16104.

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

To make sure this important improvement is made in a timely manner, all claims for 16104 activity must be submitted by 23 February 2017 or within the normal warranty period for the component, if after 23 February 2017.



0000047910