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Document ID: IK1200835

Availability: ISIS, FleetISIS, NotSIR

Revision: 2

Major System: ENGINES

Created: 10/29/2012

Current Language: English

Last Modified: 11/20/2017

Other Languages: NONE

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Viewed: 694

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Coding Information

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Title: Driver Rewards not working properly

Applies To: Maxxforce 11, 13, 15

Change Log

Dealers: Please refer to the change log text box below for changes to this article.

11/20/2017 - Updated diagnostic software to Navistar Engine Diagnostics™.
7/28/2014 - Updated hyperlinks to the Bodybuilder website.

Description

Complaint of Driver Rewards not working properly.

Signals to Watch

MaxxForce Activity Report

Trip Information		Total Information	
Distance	14,162,042.99 miles	Distance	1,649,651.64 miles
Fuel Used	49,876,670.0 gal	Fuel Used	77,700,522.9 gal
Average Fuel Economy	0.28 mpg	Average Fuel Economy	0.00 mpg
Trip Time	0.0 hr	Trip Time	0.0 hr
Average Speed	Average Speed	-2.73 mph
Driving Fuel Used	Driving Fuel Used
Driving Fuel Economy	Driving Fuel Economy
Driving Time	.	Driving Time	-603,172.29 hr
Percent Driving Time	.	Percent Driving Time	-271.02 percent
Idle Time	0.0 hr	Idle Time	488,569.01 hr
Percent Idle Time	0 percent	Percent Idle Time	219.52 percent
Idle Fuel Used	0 gal	Idle Fuel Used	71,946,732.3 gal
Maximum Engine Speed	** NO RESPONSE FROM ENGINE **	Maximum Engine Speed	** NO RESPONSE FROM ENGINE **
Hard Brake Count	Hard Brake Count	587,603,897
Fan On Time	0.0 hr	Engine Overspeed Count
.....	Vehicle Overspeed 1 Count	1,603,328,443
.....	Vehicle Overspeed 2 Count
PTO Time	.	PTO Time	337,157.51 hr
Percent PTO Time	.	Percent PTO Time	151.49 percent
PTO Fuel Used	.	PTO Fuel Used	337,157.51 hr
Active Regen Count	0	Active Regen Count	N/A
Regen Time	0.00 hr	Regen Time	0.00 hr
Regen Fuel Used	N/A	Regen Fuel Used	N/A

Instructions Lock

Activity Report

- Activity Report and Vehicle Events are intended for use with 2010 and later MaxxForce 11/13/15L engines only.
- Driver ID and Customer Name data may be added to the Activity Report by manually entering it in the Driver Info tab above.
- Trip Data/Information represents activity since the last time the trip data was reset.
- Total Data/Information represents activity data for the life of the vehicle.
- Data available from 2010 and later MaxxForce 11/13/15L engines has increased as new engine software versions are introduced. Data that is not available from a specific engine version will say Not Available in the report.
- To reset the trip data, either click on the "Reset Trip Report" button in the lower right corner of the screen or select "Tools/Reset Trip Report" from the Menu bar.
- To reset Vehicle Events, either click on the "Reset VETS" button in the lower right corner of the screen or select "Tools/Reset VETS" from the Menu bar.
- To print the MaxxForce Activity Report and Vehicle Events, either click on the "Trip Report..." icon in the Tool bar or select "File/Print/Trip Report..." from the Menu bar.

Build v31.53.201208150901 Engine Diagnostic Test Status

Troubleshooting

1. Ensure the Driver Reward parameters are enabled. (See Additional Resources)
2. Check the Trip Report. If the Trip Miles is 130,000 or higher, the Trip Report will need to be reset.
3. If Trip Mileage is lower, make sure the driver has met the requirements for Fuel Economy and/or Idle Time, depending on which parameters are chosen.

Resolution

The maximum trip mileage value that the 11, 13 and 15L engine can support is 130,000 miles.

Trip data reset must be accomplished prior to accumulating 130,000 miles of trip distance to assure correct performance of the Driver Reward feature and accurate data reporting via Navistar Engine Diagnostics™, PocketMaxx or soon to be released MaxxForce Performance Reports. Navistar Engine Diagnostics™, PocketMaxx and MaxxForce Performance Reports are appropriate tools to reset trip data.

Reset the Trip Report as shown. Once reset, disconnect the service tool for the accumulators and timers to collect the necessary data. The Driver Rewards will re-activate and be available after 60 miles of driving.

Additional Resources

- [Engine Feature Documentation](#) (Found on the [Navistar Bodybuilder](#) website)
1. Driver Reward

ServiceMaxx Pro - Programming

File View Sessions Tests Procedures Tools Help

Session Log... Load Session... Save Session... Rename Session...

Vehicle... Trip Report...

Instruction: D Default, P Parameters, S Signals

Driver Switch Controls, HD-OBD Monitors, Programming, Simple, MWM Session, Continuous Monitor, Hard Start - No Start, Performance, Aftertreatment, Vehicle Events, Vehicle Trip Report (Engineering Only), Vehicle Trip Report, Event Data Recorder, KOER Actuator Test, Multiple Cylinder Cutout

Parameters

Undo All Changes... Program Engine... Only Show Watched

ID	Name	Value	Units	Undo
59021	Trip Driver Rewards 1 Distance	697,912.04	miles	
59031	Trip Driver Rewards 2 Distance	2,140,554.37	miles	
59041	Trip Driver Rewards 3 Distance	665,860.17	miles	
59051	Trip Driver Rewards 4 Distance	2,126,358.12	miles	
59171	Trip Driver Rewards 1 Fuel Used	69,622,172.9	gal	
59181	Trip Driver Rewards 2 Fuel Used	70,417,526.1	gal	
59191	Trip Driver Rewards 3 Fuel Used	71,113,003.9	gal	
59201	Trip Driver Rewards 4 Fuel Used	91,551,101.8	gal	
59301	Trip Driver Rewards 1 Time	427,249.03	hr	
59311	Trip Driver Rewards 2 Time	810,024.33	hr	
59321	Trip Driver Rewards 3 Time	940,740.48	hr	
59331	Trip Driver Rewards 4 Time	419,829.58	hr	
76041	Cruise Control Vehicle Speed High Limit	28.5	mph	
76042	Cruise Control Vehicle Speed High Limit	28.5	mph	
76043	Cruise Control Vehicle Speed High Limit	...	mph	
79021	Max Vehicle Speed with Road Speed Limiting On	122.0	mph	
79022	Max Vehicle Speed	...	mph	
79023	Road Speed Limiting Vehicle Speed Limit	...	mph	
79181	Driver Reward Enable	Enable		
79191	Fuel Economy - Excellent Level	-6.13	mpg	
79192	Fuel Economy - Excellent Level	956.29	mpg	
79201	Fuel Economy - Good Level	5.38	mpg	
79202	Fuel Economy - Good Level	521.71	mpg	
79211	Fuel Economy - Expected Level	-4.94	mpg	
79212	Fuel Economy - Expected Level	1,066.16	mpg	
79221	Percent Idle Time - Excellent Level	0.0	percent	
79222	Percent Idle Time - Excellent Level	11.6	percent	
79231	Percent Idle Time - Good Level	54.0	percent	
79232	Percent Idle Time - Good Level	...	percent	

Diagnostic Trouble Codes DataLink Traffic

DTC	SPN	FMI	Type	Freeze Frame	Message	Module
N/A	27	0	Active		EGR fault: over temperature	Engine
0	27	7	Previously Active		EGR Position Error Flag	Engine
N/A	51	3	Pending		ETP signal Out of Range HIGH	Engine
N/A	111	3	Active		ECL Signal Out of Range HIGH	Engine
N/A	222	2	Previously Active		Unknown DTC 222 : 2 (Unknown SPN (222) - Data erratic, intermittent or incorrect)	Engine
N/A	2791	3	Active		EGR short to PWR	Engine
N/A	2122	10	Pending		Unknown DTC 2122 : 10 (Unknown SPN (2122) - Abnormal state of channel)	Engine

Build v31.55.201208150901 Engine Diagnostic Test Status

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