



Workhorse Custom Chassis  
P.O. Box 110, 922 South State Route 32  
Union City, IN 47390 USA

navistar.com

A NAVISTAR COMPANY

## SAFETY RECALL 20801-C

SEPTEMBER 2008

Dear Workhorse Customer,

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Workhorse has decided that a defect which relates to motor vehicle safety exists in certain W42 commercial chassis and W18 RV chassis built 5/10/05 thru 5/8/08.

### **REASON FOR THIS RECALL**

The castle nut that retains the steering drag link to the pitman arm may have been improperly torqued. The improper assembly torque may have damaged the castle nut and compromised the integrity of the connection.

### **RISK TO MOTOR VEHICLE SAFETY**

If the drag link were to separate from the pitman arm, the driver would not have directional control of the vehicle possibly causing a crash and potentially resulting in property damage, personal injury, or death.

### **ACTIONS YOU SHOULD TAKE**

Please contact your Workhorse® dealer to schedule an appointment to have your vehicle repaired. You may locate your nearest dealer by calling 1-877-946-7731 or by visiting <http://www.navistar.com>.

The repair will involve replacement and proper assembly of the castle nut that retains the steering drag link to the pitman arm.

Dealers will have parts and instructions to repair your vehicle by 9/1/08.

This repair will be performed free of charge and may take approximately 30 minutes to complete.

### **IF YOU DO NOT OWN THIS VEHICLE**

Workhorse's records indicate you are the owner of the vehicle identified on the enclosed Authorization for Recall Service card. If you do not own this vehicle, please fill out and return mail the card so that you will not be contacted again about this recall.

### **IF YOU NEED ASSISTANCE**

If you believe that Workhorse has failed to perform this repair within a reasonable amount of time, or the existing condition was not remedied without charge, please contact Workhorse at 1-877-946-7731. You may also submit a complaint to:

Administrator  
National Highway Traffic Safety Administration  
1200 New Jersey Ave, SE  
Washington, DC 20590

Or call the toll free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9152) or go to <http://www.safercar.gov>.

### **LESSOR REQUIREMENTS**

Federal regulations require that any vehicle lessor receiving this Recall Notice forward a copy of it to the lessee within ten days.

### **REIMBURSEMENT ELIGIBILITY**

If you have previously paid for repairs as a result of this defect you may be entitled to recovery of those expenses if they occurred 8/1/07 thru 10/31/08. Contact Workhorse at 1-877-946-7731 to determine reimbursement eligibility.

Workhorse requests your prompt attention and patience regarding the correction of this defect and apologizes for any inconvenience this may cause you.

**Workhorse Custom Chassis, LLC**