

# ***SERVICE PROCEDURE***

**G-10511  
JULY 2010**

**SUBJECT: SAFETY RECALL  
PITMAN ARM on certain 4300M, 8600, LoneStar,  
and ProStar models built 5/6/09 thru 5/25/10 with  
steering gear feature code 05PRP or 05PRR.**

## **DEFECT DESCRIPTION**

The fastener that clamps the pitman arm to the steering gear shaft may not have been fully tightened upon assembly. This condition may allow the pitman arm to slip on the shaft resulting in reduction of steering control. Reduction in steering control increases the risk of a crash that may result in property damage, personal injury, or death.

## **MODELS INVOLVED**

This Safety Recall involves certain 4300M, 8600, LoneStar, and ProStar models built 5/6/09 thru 5/25/10 with steering gear feature code 05PRP or 05PRR.

## **PARTS INFORMATION**

Inspect the pitman arm per the Service Procedure to determine if it needs to be replaced. If replacement is needed, use the VIN and the Parts Catalog to determine the correct replacement pitman arm part number.

## **SERVICE PROCEDURE**

**WARNING!** PARK VEHICLE ON HARD FLAT SURFACE, TURN THE ENGINE OFF, SET THE PARKING BRAKE AND BLOCK THE WHEELS TO PREVENT THE VEHICLE FROM MOVING IN BOTH DIRECTIONS. FAILURE TO DO SO MAY RESULT IN PROPERTY DAMAGE, PERSONAL INJURY AND/OR DEATH.

**WARNING!** ALWAYS WEAR SAFE EYE PROTECTION WHEN PERFORMING VEHICLE MAINTENANCE. FAILURE TO DO SO MAY RESULT IN SERIOUS EYE INJURY.

**WARNING!** ALLOW COMPONENTS IN ENGINE COMPARTMENT TO COOL BEFORE SERVICING ENGINE OR VEHICLE. FAILURE TO DO SO MAY RESULT IN PROPERTY DAMAGE, PERSONAL INJURY AND/OR DEATH.

1. Inspect the pitman arm – steering gear joint for signs of rust.



2. If no rust is present, tighten the pitman arm clamp fastener to 350 lb-ft. Service Procedure is complete.
3. If rust is present, remove the pitman arm and inspect the pitman arm for signs of spline wear.
4. If no pitman arm spline wear is observed, reinstall the pitman arm making sure the alignment marks are aligned on the pitman arm and steering gear shaft. Tighten the pitman arm – steering gear shaft clamp fastener to 350 lb-ft. Tighten the pitman arm – drag link fastener to 110 – 125 lb-ft then continue to tighten the nut to align the nut slot with the cotter hole to permit assembly of the cotter pin.

- If spline wear is observed, replace the pitman arm and pitman arm – steering gear shaft clamp fastener. Make sure the alignment marks are aligned on the pitman arm and steering gear shaft. Tighten the pitman arm – steering gear shaft clamp fastener to 350 lb-ft. Tighten the pitman arm – drag link fastener to 110 – 125 lb-ft then continue to tighten the nut to align the nut slot with the cotter hole to permit assembly of the cotter pin.

## END OF SERVICE PROCEDURE

### LABOR INFORMATION

Operation Number	Description	Time
A40-10511-1	Inspection & Tighten Fastener Only	0.3
A40-10511-2	Inspection – Wear Inspection – Reinstall or Replace Pitman Arm	0.7

### 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 # \_\_\_\_\_

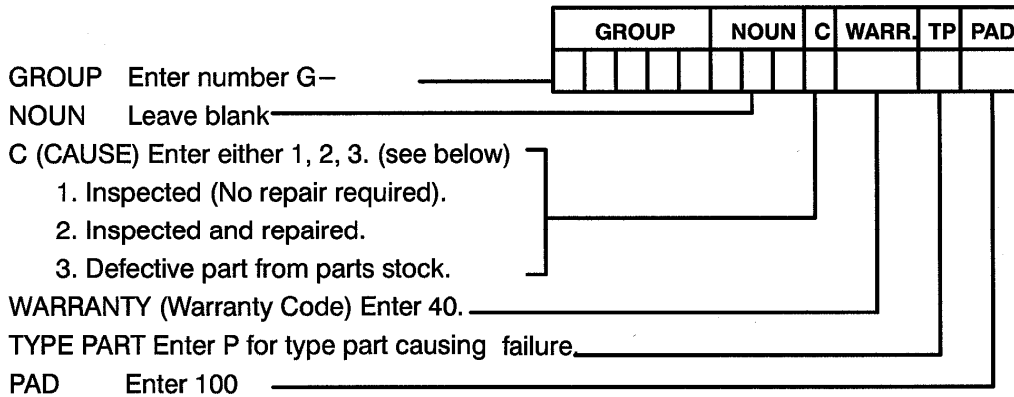
**DO NOT REMOVE**

# ADMINISTRATIVE/DEALER RESPONSIBILITIES

## WARRANTY CLAIMS

Refer to Dealer Warranty Manual for procedures to conduct Recall Campaigns.

It is important that the Recall Coding be completed properly to assist in processing the warranty claim. Complete instructions will be found in the Warranty Manual, Section 7-1. Special attention should be given to Items 39 through 44:



## 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**