

SERVICE PROCEDURE

**G-10515
OCTOBER 2010**

SUBJECT: SAFETY RECALL – WHEELS on certain LoneStar models built 6/11/08 thru 6/14/10 with feature code 27DRS or 27DRT.

DEFECT DESCRIPTION

The front wheels may develop cracks at the spoke. A crack in the wheel may increase the risk that the wheel will separate from the vehicle possibly causing a crash potentially resulting in property damage, personal injury, or death.

The remedy will involve the replacement of the vehicle's front wheels. The rear wheels will also be replaced to maintain consistent styling.

MODELS INVOLVED

This Safety Recall involves certain LoneStar models built 6/11/08 thru 6/14/10 with feature code 27DRS or 27DRT.

PARTS INFORMATION

Part Number	Part Description	Quantity
A29362AOP	Wheel, Disc 24 1/2" X 8 1/4", Steer Axle	2
A29362ANP	Wheel, Disc 24 1/2" X 8 1/4", Rear Axle, Inner Dual	4
A29362AIP	Wheel, Disc 24 1/2" X 8 1/4", Rear Axle, Outer Dual	4

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! IF THE VEHICLE MUST BE RAISED, DO NOT WORK UNDER THE VEHICLE SUPPORTED ONLY BY JACKS. JACKS CAN SLIP OR FALL OVER, POTENTIALLY RESULTING 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.

1. Coordinate a tire repair service to remove and replace all the vehicles wheels.
2. Hold the removed wheels until you receive dispositions instructions through the iClaim system. We may require the return of the parts associated with this repair. Then be sure to follow the parts return instructions on the R5185 form.
3. Claim the sublet tire service repair in the OTHER CHARGES section of the warranty claim. The sublet charge needs to be submitted for the actual charges on the invoice and not include mark up. Attach a copy of the original invoice to the warranty claim.
4. Reimburse the customer for the cost difference between the stylized wheels being replaced and those being installed. If the vehicle has feature code 27DRS the reimbursement amount is \$1527. If the vehicle has feature code 27DRT the reimbursement amount is \$1385.
5. Claim the reimbursement amount in the OTHER CHARGES section of the warranty claim. Attach a copy of the original reimbursement check to the warranty claim.

END OF SERVICE PROCEDURE

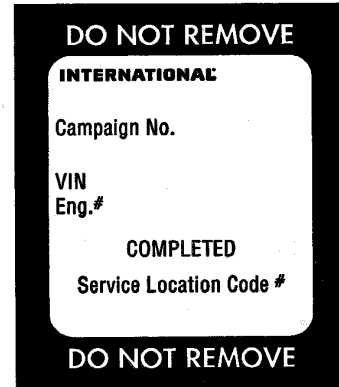
LABOR INFORMATION

Operation Number	Description	Time
A40-10515-1	Coordination of Tire Service and Warranty Claim Administration	0.3

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.



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:

	GROUP	NOUN	C	WARR.	TP	PAD
GROUP Enter number G—						
NOUN Leave blank						
C (CAUSE) Enter either 1, 2, 3. (see below)						
1. Inspected (No repair required).						
2. Inspected and repaired.						
3. Defective part from parts stock.						
WARRANTY (Warranty Code) Enter 40.						
TYPE PART Enter P for type part causing failure.						
PAD Enter 100						

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.

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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