



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

June 28, 2011

MR. RICHARD VAN LAAR
COMPLIANCE MANAGER
NAVISTAR, INC.
3033 WAYNE TRACE P.O. BOX 10088
FORT WAYNE, IN 46806

NVS-215kjs
11V-326

SUBJECT: LOSS OF STEERING CONTROL

DEAR MR. VAN LAAR:

This letter serves to acknowledge Navistar, Inc.'s (Navistar) notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall campaign which will be conducted pursuant to Federal law for the vehicles listed below.

Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:
WORKHORSE/W42/2011
WORKHORSE/W46/2011

Mfg's Report Date: June 14, 2011

NHTSA Campaign Number: 11V-326

Components: STEERING: WHEEL AND HANDLEBAR

Potential Number of Units Affected: 34

Summary:

NAVISTAR IS RECALLING CERTAIN MODEL YEAR 2011 W42 AND W46 WORKHORSE CHASSIS MANUFACTURED FROM JANUARY 1, 2011, THROUGH MAY 25, 2011. THE STEERING WHEEL COMPONENTS DO NOT MEET DESIGN SPECIFICATIONS. AS A RESULT, THE STEERING WHEEL INNER PIECE MAY SEPARATE FROM THE OUTER PIECE, WHICH MAY DECREASE THE DRIVER'S ABILITY TO CONTROL THE VEHICLE.

Consequence:

DECREASED DRIVER CONTROL MAY INCREASE THE RISK OF A CRASH RESULTING IN PROPERTY DAMAGE, PERSONAL INJURY, OR DEATH.

Remedy:

NAVISTAR WILL NOTIFY OWNERS AND DEALERS WILL REPLACE THE SUSPECT STEERING WHEEL FREE OF CHARGE. THE SAFETY RECALL IS EXPECTED TO BEGIN ON OR ABOUT JULY 24, 2011. OWNERS MAY CONTACT NAVISTAR AT 1-800-448-7825.

Notes:

NAVISTAR'S CAMPAIGN NUMBER IS 20111-C. CUSTOMERS MAY CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE SAFETY HOTLINE AT 1-888-327-4236 (TTY: 1-800-424-9153); OR GO TO [HTTP://WWW.SAFERCAR.GOV](http://www.safercar.gov).

Please provide the following additional information and be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on or before 30 days after the close of the calendar quarter.

Your contact for this recall will be Kelly Schuler, who may be reached by phone at 1-202-366-5227, by email at Kelly.Schuler@dot.gov, or through the office email at RMD.ODI@dot.gov. We look forward to working with you toward a successful completion of this recall campaign.

Sincerely,



Jennifer Timian
Chief, Recall Management Division
Office of Defects Investigation
Enforcement