



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

1200 New Jersey Avenue SE
Washington, DC 20590

July 28, 2011

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

NVS-215dgl
11V-372

SUBJECT: DUAL STEERING GEAR FEATURE

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:
INTERNATIONAL/WORKSTAR/2012

Mfg's Report Date: July 21, 2011

NHTSA Campaign Number: 11V-372

Components: STEERING: GEAR BOX: SHAFT PITMAN

Potential Number of Units Affected: 36

Summary:

NAVISTAR IS RECALLING CERTAIN MODEL YEAR 2012 INTERNATIONAL WORKSTAR COMMERCIAL TRUCKS MANUFACTURED FROM FEBRUARY 7, 2011, THROUGH JUNE 7, 2011, AND BUILT WITH DUAL STEERING GEAR FEATURE CODES 05PTB, 05PTE, 05PUA, 05PUB, 05PUC, 05PUD, 05PUE, OR 05PUH. THE FASTENER THAT ATTACHES THE PITMAN ARM TO THE RIGHT SIDE STEERING GEAR MAY NOT HAVE BEEN TIGHTENED TO ITS SPECIFIED TORQUE, OR THE LOCKING FEATURE ASSOCIATED WITH THE FASTENER MAY NOT HAVE BEEN PROPERLY INSTALLED. AN UNDER TORQUE CONDITION AND/OR MISSING LOCKING FEATURE MAY CAUSE A LOOSE CONNECTION POSSIBLY ALLOWING THE PITMAN ARM TO SEPARATE FROM THE STEERING GEAR RESULTING IN LOSS OF STEERING CONTROL.

Consequence:

LOSS OF STEERING CONTROL INCREASES THE RISK OF A CRASH THAT MAY RESULT IN PROPERTY DAMAGE, PERSONAL INJURY, OR DEATH.

Remedy:

DEALERS WILL INSPECT THE PITMAN ARM/STEERING GEAR CONNECTION, AND EITHER THE CONNECTING FASTENER WILL BE TIGHTENED TO THE CORRECT ASSEMBLY TORQUE OR THE PITMAN ARM WILL BE REPLACED. THIS SERVICE WILL BE PERFORMED FREE OF CHARGE. THE SAFETY RECALL IS EXPECTED TO BEGIN ON OR BEFORE AUGUST 19, 2011. OWNERS MAY CONTACT NAVISTAR AT 1-800-448-7825.

Notes:

NAVISTAR'S CAMPAIGN NUMBER IS 11512. 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).

We have received your proposed owner notification letter and it is currently under review. You will be notified of any changes or concerns once our review is complete.

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

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 Delia Lopez who may be reached by phone at 1-202-366-9525, or by email at Delia.lopez@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,

A handwritten signature in black ink, appearing to read "Jennifer Timian". The signature is fluid and cursive, with the first name "Jennifer" written in a larger, more prominent script than the last name "Timian".

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