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By Recall Management Division at 8:50 am, Jun 15, 2011

P: 260-461-1890  
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June 15, 2011

11V-326  
(3 pages) RevisedAssociate Administrator for Enforcement  
National Highway Traffic Safety Administration  
1200 New Jersey Avenue, SE  
Washington D.C. 20590

Subject: Defect Information Report (R1)

Dear Associate Administrator:

This revised defect information report is submitted pursuant to Part 573.6(a). Specifically, sections 2 and 4 were updated to include the model W62 chassis in the suspect vehicle population.

*(1) MANUFACTURER'S NAME [Part 573.6(c)(1)]*

- Navistar, Inc on behalf of Workhorse Custom Chassis, LLC (a wholly owned subsidiary)

*(2) IDENTIFICATION OF VEHICLES [Part 573.6(c)(2)]*

- Vehicle Type / Make / Model / Model Year Involved:
  - Incomplete-vehicle chassis / Workhorse / W42 / 2011 - and completed vehicles built off of these chassis
  - Incomplete-vehicle chassis / Workhorse / W62 / 2011 - and completed vehicles built off of these chassis
- Vehicle Manufacturing Dates:
  - Incomplete-vehicle chassis produced from January 1, 2011, through May 25, 2011
- Other Identification Necessary to Describe Vehicles:
  - None

*(3) COMPONENT MANUFACTURER [Part 573.6(c)(2)(iv)]*

- This report relates only to a component supplied by Autoliv, Inc. Contact information is:

Mike Anderson  
Vice President Legal Counsel  
Autoliv, Inc.  
1320 Pacific Drive  
Auburn Hills, Michigan 48326

*(4) VEHICLE POPULATION INVOLVED [Part 573.6 (c)(3)]*

Type	Make	Model	Number of Suspect Vehicles		
			United States	Canada	Export
Incomplete-vehicle Chassis	Workhorse	W42	11	0	0
Incomplete-vehicle Chassis	Workhorse	W62	23	0	0

*(5) PERCENTAGE OF VEHICLES ESTIMATED TO CONTAIN THE DEFECT [Part 573.6 (c)(4)]*

- It is estimated that all (100%) of the incomplete-vehicle chassis in the suspect population may have this defect.

*(6) DESCRIPTION OF DEFECT [Part 573.6 (c)(5)]*

- The steering wheel hub & cup projection welds do not meet design specifications. As a result, the steering wheel “dish” may separate from the hub which may decrease the driver’s ability to control the vehicle.
- Decreased driver control may increase the risk of a crash possibly resulting in property damage, personal injury, or death.

*(7) CHRONOLOGY OF PRINCIPAL EVENTS WHICH LED TO DETERMINATION OF A SAFETY DEFECT or TEST RESULTS THAT LED TO DETERMINATION OF NONCOMPLIANCE [Part 573.6 (c)(6)/(7)]*

- May 17, 2011: Workhorse personnel were notified that certain vehicles built off of the subject W42 incomplete-vehicle chassis, and in the final-stage vehicle manufacturing process had experienced the loosening of the steering wheel “dish” from the hub. There were no allegations that a steering wheel “dish” had fully separated from the hub.
- May 19, 2011: Workhorse and Autoliv begin formal investigation of the suspect steering wheel hub & cup projection weld process at the supplier’s manufacturing facility in Mexico. Workhorse issues a Stop Ship for all subject incomplete-vehicle chassis at the Union City, Indiana manufacturing facility and notified the two final-stage manufacturers that had received subject chassis to hold completed vehicles until certified steering wheels are installed. No warranty claims or allegations are identified that may relate to this issue involving completed vehicles in service. (The current design of the suspect steering wheel has been in production since the mid-1980’s.)
- May 21, 2011: Autoliv contains the weld issue and begins production of steering wheels with hub & cup projection welds that met design specifications.
- May 25, 2011: The incorrect setting of the switch that controls the amount of electrical current used to form the projection welds is identified as the root cause. Prior to the start of production on December 20, 2010, the switch had been moved to a lower setting. Steering

wheels produced from that date through May 20, 2011, may have been produced with hub & cup projection welds that did not meet design specifications.

- June 3, 2011: Workhorse identifies the extent of the suspect population.
- June 8, 2011: Navistar approves a Workhorse safety recall to replace suspect steering wheels on affected W42 chassis in completed vehicles.

*(8) PROGRAM TO REMEDY DEFECT [Part 573.6 (c)(8)]*

- The remedy will involve replacement of the suspect steering wheel.

*(9) PLAN FOR REIMBURSEMENT [Part 573.6 (c)(8)(i)]*

- A plan for reimbursement of pre-notification remedies is not needed because all of the affected completed vehicles are within their original warranty period.

*(10) SCHEDULE FOR RECALL NOTIFICATION [Part 573.6 (c)(8)(ii)]*

- It is estimated that the owner notification letter will be mailed by July 24, 2011.

*(11) MANUFACTURER'S CAMPAIGN NUMBER [Part 573.6 (c)(11)]*

- Workhorse Number: 20111-C

The undersigned should be contacted for any additional information regarding this recall on (260) 461-1890.

Sincerely,



R. L. Van Laar  
Compliance Manager  
Navistar, Inc.

RV:ta