



Navistar, Inc.
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Associate Administrator for Enforcement
National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington D.C. 20590

Subject: Defect Information Report (Initial)
Navistar Campaign 11512

Dear Associate Administrator:

This defect information report is submitted pursuant to Part 573.6(a).

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

- Navistar, Inc for its INTERNATIONAL® brand trucks.

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

- Vehicle Type /Make / Model / Model Year Involved:
 - Commercial Truck / INTERNATIONAL® / WorkStar / 2012
- Vehicle Manufacturing Dates:
 - 2/7/11 thru 6/7/11
- Other Identification Necessary to Describe Vehicles:
 - Equipped built with dual steering gears feature codes 05PTB, 05PTE, 05PUA, 05PUB, 05PUC, 05PUD, 05PUE, or 05PUH.

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

- This report relates to a defect in a vehicle level assembly controlled by Navistar.

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

Type	Make	Model	Number of Suspect Vehicles		
			United States	Canada	Export
Commercial Truck	INTERNATIONAL	WorkStar	36	152	0

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

- It is estimated that all (100%) of the vehicles in suspect population could have the defect.

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

- 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.
- Loss of steering control increases the risk of a crash that may result 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)]*

- 6/1/11 – Two dealers reported receiving new vehicles where the pitman arm had fallen off in transit or fell off while maneuvering the vehicle into the shop.
- 6/7/11 – Navistar’s Springfield assembly plant identified that the line pressure for the torque tools to install the right side steering gear pitman arm had insufficient air pressure to achieve proper assembly torque. Containment actions were taken which included getting proper line pressure to the torque tool and adding proper instructions at the work station. Also added a torque audit that will be performed weekly. Assembly line operators instructed in proper Cotter Pin assembly.
- 6/17/11 Navistar quarantined vehicles at the plant and corrected all suspect units on the plant grounds.
- 7/12/11 - Determined final suspect vehicle population based on WorkStar models built with dual gears built at the Springfield assembly plant. Also, identified contributing causes.
- 7/13/11 – Navistar declares a safety recall.

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

- The remedy will involve the inspection of the pitman arm / steering gear connection and either the connecting fastener will be tightened to the correct assembly torque or the pitman arm replaced.

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

- A plan for reimbursement of pre-notification remedies is not needed as all the 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 8/19/11.

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

- 11512

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