



A NAVISTAR COMPANY

Workhorse Custom Chassis  
P.O. Box 110, 922 South State Route 32  
Union City, IN 47390 USA  
navistar.com

MAILED  
AUG 29 2011  
Compliance Dept.

## SAFETY RECALL 20111-C

JULY 2011

Dear Workhorse Customer,

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Workhorse has decided that a defect which relates to motor vehicle safety exists in certain W42 and W62 model chassis built from January 1, 2011, through May 25, 2011.

### **REASON FOR THIS RECALL**

The steering wheel may loosen from its hub possibly decreasing the driver's ability to control the vehicle.

### **RISK TO MOTOR VEHICLE SAFETY**

Decreased driver control may increase the risk of a crash possibly resulting in property damage, personal injury, or death.

### **DEFECT REMEDY**

The repair will involve replacement of the steering wheel. Dealers have parts and instructions to repair your vehicle. The repair will be performed free of charge and take approximately one hour to complete.

### **ACTIONS YOU SHOULD TAKE**

Workhorse's records indicate that you own a vehicle involved in this recall. The vehicle is identified on the enclosed card.

If you own this vehicle, you should immediately stop operating the vehicle and schedule an appointment with any Workhorse dealer to have your vehicle repaired. You can find your nearest dealer by calling 1-877-246-7731 or by using the dealer locator at <http://www.workhorse.com>.

If you are the lessor of this vehicle, please forward a copy of this notice to the lessee within ten days to comply with federal regulations.

If you do not own this vehicle, please fill out and return mail the enclosed card so that you will not be contacted again about this recall.

### **IF YOU NEED FURTHER ASSISTANCE**

If you believe that Workhorse has failed to remedy the defect without charge or within a reasonable time, please follow the procedure described in the Owner Assistance Guide section in your Owner's Manual or call toll free 1-877-246-7731.

You may also submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave, SE, Washington, DC 20590; or call the toll free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9152); or go to <http://www.safercar.gov>.

Workhorse requests your prompt attention and patience regarding the correction of this defect and apologizes for any inconvenience this may cause you.

**Workhorse Custom Chassis, LLC**