



A **NAVISTAR** COMPANY

## **WORKHORSE CUSTOM CHASSIS SERVICE BULLETIN**

**BULLETIN NO:** 20111-C

**July, 2011**

**BULLETIN TYPE:** Safety Campaign

**SUBJECT:** Replacement of the Autoliv 15 Inch Steering Wheel

**MODELS:** W42 and W62 commercial chassis built from January 1, 2011, through May 25, 2011

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Workhorse Custom Chassis (Workhorse) has decided that a defect which relates to motor vehicle safety exists in certain W42 and W62 commercial chassis built from January 1, 2011, through May 25, 2011, equipped with Autoliv 15 inch steering wheels.

The steering wheel hub and cup projection welds do not meet design specifications. During normal usage 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.

### **VEHICLES INVOLVED**

Certain W42 and W62 commercial chassis built from January 1, 2011, through May 25, 2011.

Dealers must check the WOW system to determine if the vehicle is affected by this safety recall and requires the final remedy to be performed.

### **OWNERS NOTIFICATION**

Workhorse will notify owners and body companies regarding this safety recall. Attached is a copy of the owner's letter and accompanying instructions.

## **DEALER RESPONSIBILITY**

The National Traffic and Motor Vehicle Safety Act, as amended, provides that each vehicle that is subject to a vehicle recall campaign must be adequately repaired within a reasonable time after the owner has tendered it for repair. A failure to adequately repair within 60 days after a tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within 60 days, the owner may be entitled to replacement with an identical or reasonable equivalent vehicle at no charge, or to a refund of the purchase price less a reasonable allowance for depreciation.

Dealers must correct all vehicles subject to this campaign at no charge to the owner, regardless of mileage, age of vehicle, or ownership, from this time forward.

Dealers should proceed immediately to make necessary correction to units in inventory. All inventory vehicles subject to this recall campaign must be corrected prior to sale, transfer or delivery. If vehicles have been sold or transferred and you are in receipt of Customer Notification Letters and Authorization for Recall Service cards for those vehicles, transfer location or customer must be notified immediately from your dealer location.

Dealers must make every effort to promptly schedule an appointment with each owner to repair their vehicle as soon as possible. However, consistent with the customer notification, dealers are expected to complete the repairs on the mutually agreed upon service date.

## **SERVICE PROCEDURE**

Certain W42 and W62 commercial chassis built from January 1, 2011, through May 25, 2011, will be required to have the Autoliv steering wheel replaced as the steering wheel hub and cup projection welds do not meet design specifications. Dealers must check the WOW system to determine if the vehicle is affected by this safety recall and requires the final remedy to be performed.



**CAUTION: TO PREVENT SERIOUS EYE INJURY, ALWAYS WEAR PROPER EYE PROTECTION WHEN YOU PERFORM VEHICLE MAINTENANCE OR SERVICE.**

The service information provided in this bulletin is to serve as a guideline to assist in completion of the final remedy. Refer to the Workhorse Service Manual for further repair information including any warnings and/or cautions.

## **WARRANTY INFORMATION**

Claim Description---- Complete Customer Safety Recall Notice 20111-C; Remove and replace steering wheel.

Claim Type Submission: Safety Campaign

Labor Operation: ---**T2019**--- **0.4** hours Remove and replace steering wheel; Fill out and apply campaign completion sticker to vehicle.

## **PART INFORMATION**

W8007083 Kit- Campaign Steering Wheel ASM

Kit Includes:

W0000051 Wheel ASM-Steering

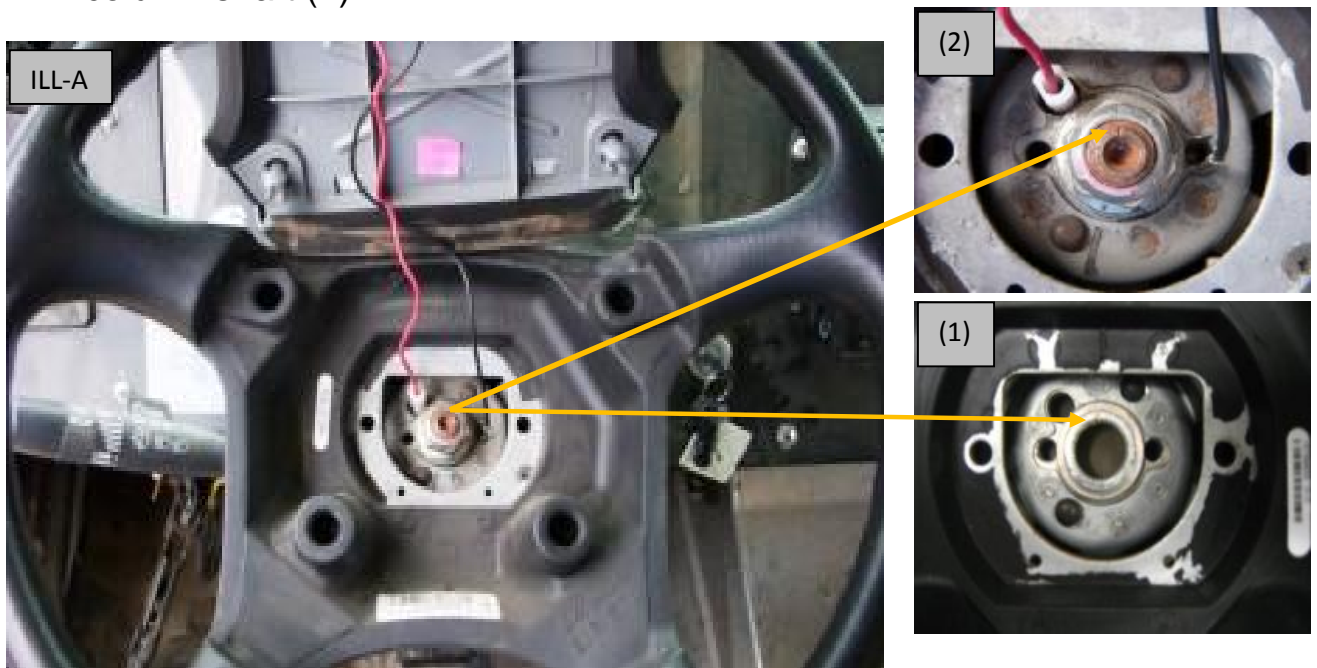
W8001493 Decal-Campaign Completion

**(Note: the steering wheel kit W8007083 can be ordered through the Workhorse parts department)**

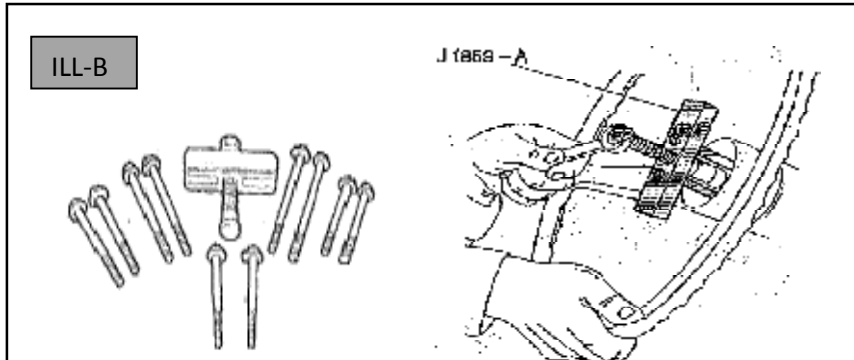
## **REPAIR PROCEDURE**

Removal Procedure:

1. Remove the horn pad, contact and ground wire from the steering wheel.
2. Mark the relationship (Index) of the steering wheel (ILL-A), (1) to the column shaft (2).



3. Remove the steering wheel retaining nut as shown in (ILL-A), (2).
4. Use the J 1859-A and or equivalent steering wheel puller as shown in (ILL-B).



5. Remove the steering wheel from the column shaft - noting the index/ marked relationship between the wheel and column shaft position.

#### Installation Procedure:

1. Align the index/ marked relationship reference lines and install the steering wheel onto the column shaft.



**NOTICE: REFERE TO FASTENER NOTICE IN CAUTIONS AND NOTICES IN YOUR WORKHORSE SERVICE MANUAL**

2. Install the steering wheel nut (ILL-A), (2) and tighten to 41Nm (30 lb ft).
3. Install horn ground wire and horn pad.
4. Verify that horn activates when horn pad is depressed.
5. Apply a campaign completion sticker to the vehicle noting completion of 20111-C

End of instruction procedure.