



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

1200 New Jersey Avenue SE
Washington, DC 20590

April 20, 2012

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

NVS-2151rd
12V-170

SUBJECT: PITMAN ARM SEPARATION

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/TERRASTAR/2012

NHTSA Campaign Number: 12V-170

Mfg's Report Date: April 17, 2012

Components: STEERING: GEAR BOX: SHAFT PITMAN

Potential Number of Units Affected: 234

Summary:

NAVISTAR IS RECALLING CERTAIN MODEL YEAR 2012 INTERNATIONAL TERRASTAR TRUCKS, MANUFACTURED FROM AUGUST 23, 2011, THROUGH NOVEMBER 16, 2011 AND EQUIPPED WITH A SHEPPARD M83 STEERING GEAR (FEATURE CODE 05PSN). THE FASTENER ATTACHING THE PITMAN ARM TO THE STEERING GEAR SHIFT MAY HAVE BEEN OVER TIGHTENED. AS A RESULT, THE SECURING BOLT MAY FAIL AND THE PITMAN ARM MAY SEPARATE FROM THE STEERING GEAR.

Consequence:

IF THIS OCCURS, A LOSS OF STEERING CONTROL COULD RESULT, INCREASING THE RISK OF CRASH RESULTING IN PROPERTY DAMAGE, PERSONAL INJURY, OR DEATH.

Remedy:

NAVISTAR WILL NOTIFY OWNERS, AND DEALERS WILL REPLACE THE PITMAN ARM FASTENERS. THIS SERVICE WILL BE PERFORMED FREE OF CHARGE. THE RECALL IS EXPECTED TO BEGIN ON OR ABOUT JUNE 15, 2012. OWNERS MAY CONTACT NAVISTAR AT 1-800-448-7825.

Notes:

NAVISTAR'S CAMPAIGN NUMBER IS 12514. 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).

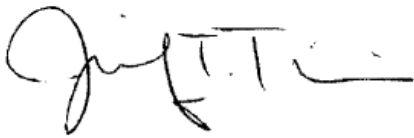
Please provide the following additional information:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, 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 Edison Thompson who may be reached by phone at 1-202-366-9525, or by email at Edison.Thompsn@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 a long horizontal stroke at the end.

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