



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

April 17, 2012

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 12514

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® / TerraStar / 2012
- Vehicle Manufacturing Dates:
 - 08/23/2011 thru 11/16/2011
- Other Identification Necessary to Describe Vehicles:
 - Equipped with feature code 05PSN (Sheppard M83 steering gear).

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

- This report relates to a defect in a vehicle level assembly controlled by NAVISTAR, Inc.

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

Type	Make	Model	Number of Suspect Vehicles		
			United States	Canada	Export
Commercial Truck	INTERNATIONAL®	TerraStar	234	86	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 steering gear shaft may have been tightened beyond its specified torque.
- An over torque condition may result in bolt fatigue and or fracture of the fastener and possibly allowing the pitman arm to separate from the steering gear resulting in a loss of steering control.
- A 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)]

- 11/15/2011 – Navistar receives communication from the assembly plant relating to a pitman arm retainer failure at time of assembly. Engineering, Customer Service, and Reliability first met to determine the scope of the issue. It was reported that the assembly station only had one torque gun set to a higher torque value for the Sheppard M100 steering gear.
- 11/16/2011 – Navistar contained the issue at the assembly plant by adding a second torque gun set to the lower value necessary for the Sheppard M83 gear and trained the station operator to identify the difference between the fasteners for each gear for the use of the appropriate torque gun.
- 12/21/2011 – Navistar met to verify containment at the assembly plant.
- 01/27/2012 – Navistar determined the extent of International vehicles affected by the suspect pitman arm retainers.
- 03/16/2012 – Navistar initiated meeting with manufacturing to determine corrective action measures.
- 03/29/2012 – Navistar met with manufacturing to finalize corrective action measures and ensure containment actions were still effective.
- 04/11/2012 – Navistar declares a safety recall.

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

- The remedy will involve replacement of the pitman arm fastener that attaches the pitman arm to the steering gear.

(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 June 15, 2012

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

- 12514

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

Sincerely,

A handwritten signature in cursive script that reads "R. L. Van Laar".

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

RV: FI