



Navistar, Inc.  
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navistar.com

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Compliance Dept. Compliance Dept.

A NAVISTAR COMPANY

**SAFETY RECALL G-12514**

**JUNE 2012**

Dear INTERNATIONAL® Customer,

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

Navistar has decided that a defect which relates to motor vehicle safety exists in certain TerraStar® model trucks built 08/23/2011 thru 11/16/2011 with a Sheppard M83 steering gear (feature code 05PSN).

**REASON FOR THIS RECALL**

The fastener that attaches the pitman arm to the steering gear shaft may have been tightened beyond its specified torque.

**RISK TO MOTOR VEHICLE SAFETY**

An over torque condition may result in bolt fatigue and or fracture of the fastener and possibly allow 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.

**DEFECT REMEDY**

The repair will involve replacement of the pitman arm retainer. 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**

Navistar'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, please schedule an appointment with any INTERNATIONAL® dealer to have your vehicle repaired. You can find your nearest dealer by calling 1-

800-448-7825 or by using the dealer locator at <http://www.internationaltrucks.com>.

If you have already paid for repairs that corrected the defect, you may be eligible for reimbursement of certain repair expenses. Present your original repair paperwork and proof of payment to any INTERNATIONAL® dealer and your eligibility will be reviewed. You may also submit a claim using the enclosed Request for Reimbursement card.

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 Navistar 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 1-800-448-7825.

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: 1-800-424-9153); or go to <http://www.safercar.gov>.

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

**Navistar, Inc.**