

MAILED

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Compliance Dept.

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SERVICE PROCEDURE

G-12514
JUNE 2012

SUBJECT: SAFETY RECALL
Pitman arm fastener on certain TerraStar® models built 08/03/2011 thru 11/16/11 with Sheppard M83 steering gear

DEFECT DESCRIPTION

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 allow the pitman arm to separate from the steering gear resulting in loss of steering control.

MODELS INVOLVED

This Safety Recall involves certain TerraStar® models built 08/03/2011 thru 11/16/2011 with feature code 05PSN (Sheppard M83 steering gear).

PARTS INFORMATION

Part Number	Part Description	Quantity
8900230R91	Pitman Arm Retainer	1

SERVICE PROCEDURE

WARNING! PARK VEHICLE ON HARD FLAT SURFACE, TURN THE ENGINE OFF, SET THE PARKING BRAKE, AND BLOCK THE WHEELS TO PREVENT THE VEHICLE FROM MOVING IN BOTH DIRECTIONS. FAILURE TO DO SO MAY RESULT IN PROPERTY DAMAGE, PERSONAL INJURY, AND/OR DEATH.

WARNING! ALWAYS WEAR SAFE EYE PROTECTION WHEN PERFORMING VEHICLE MAINTENANCE. FAILURE TO DO SO MAY RESULT IN SERIOUS EYE INJURY.

WARNING! ALLOW COMPONENTS IN ENGINE COMPARTMENT TO COOL BEFORE SERVICING ENGINE OR VEHICLE. FAILURE TO DO SO MAY RESULT IN PROPERTY DAMAGE, PERSONAL INJURY, AND/OR DEATH.

1. Park the vehicle on a level surface, block the wheels, and open the hood.
2. Use a punch to bend the retaining tabs out of the pitman arm retainer (Figure 1).



Figure 1

Note: Do not bend the retaining tabs out of the pitman arm.

3. Lubricate the face of the retainer with clean chassis lube (Figure 2).

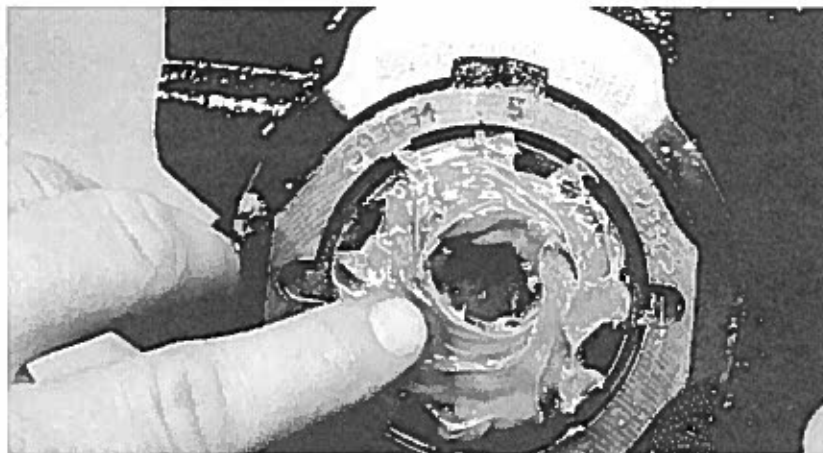


Figure 2

Note: Failure to lubricate the face of the retainer will cause difficulty in removing the pitman arm.

4. Slide the pitman arm puller (ZTSE4439) over the pitman arm (Figure 3).

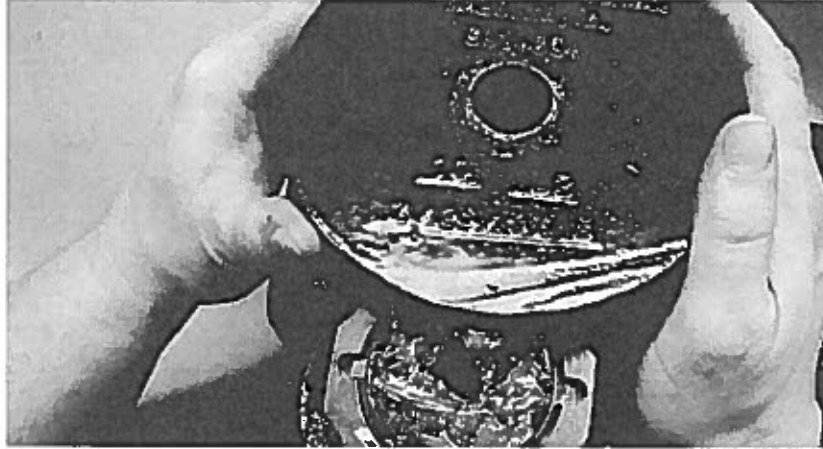


Figure 3

5. Take care to align the hole in the puller with the Allen socket in the retainer. Insert an Allen drive socket through the puller and into the retainer socket (Figure 4).

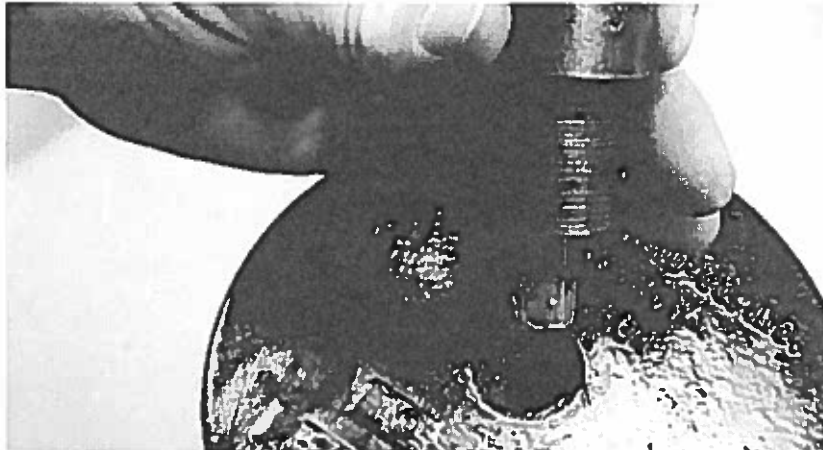


Figure 4

NOTE: Complete removal of the pitman arm from the sector shaft in the following step is not required. Once the pitman arm is partially removed from the sector shaft in step 6, proceed to step 7.

6. Use an impact wrench to back off the retainer. The retainer will act as a jackscrew to partially remove the pitman arm (Figure 5).

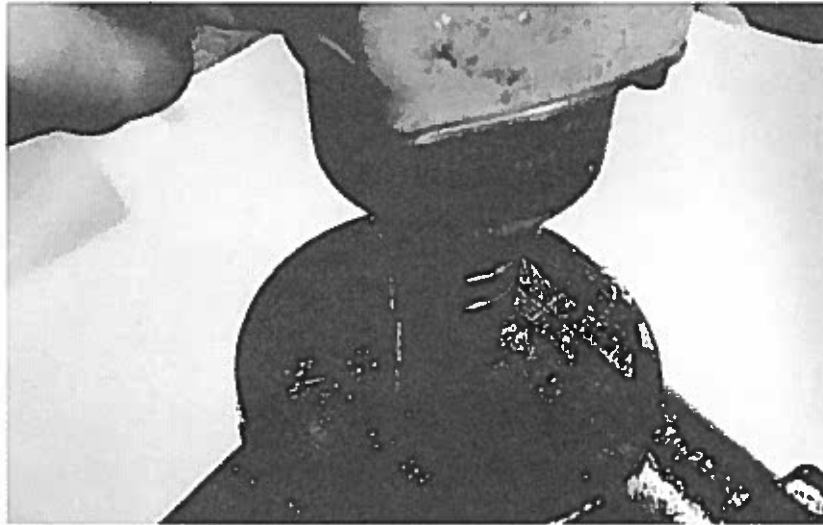


Figure 5

7. Remove the Allen drive socket and the puller from the pitman arm and then completely remove the retainer and discard.
8. Apply never-seize compound in the threads of the sector shaft, the new retainer, and on both sides of the friction washer (Figure 6).

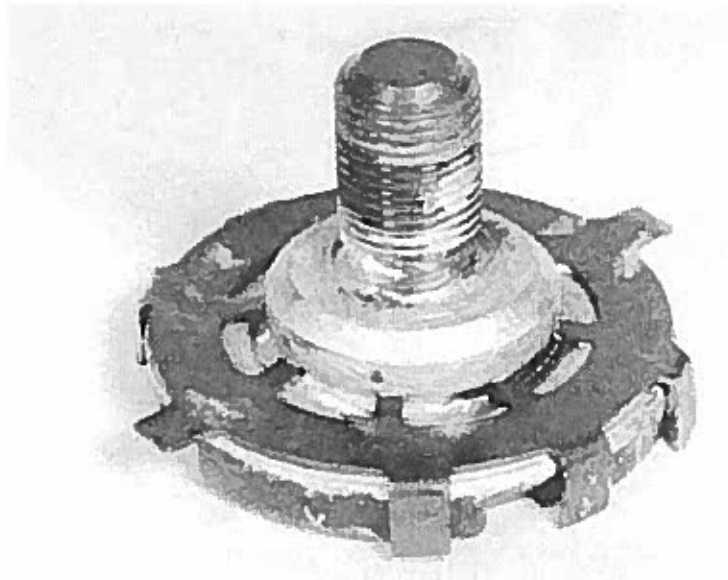


Figure 6

9. Screw the retainer into the sector shaft by hand and align the tabs of the restrainer with the notches of the pitman arm (Figure 7).

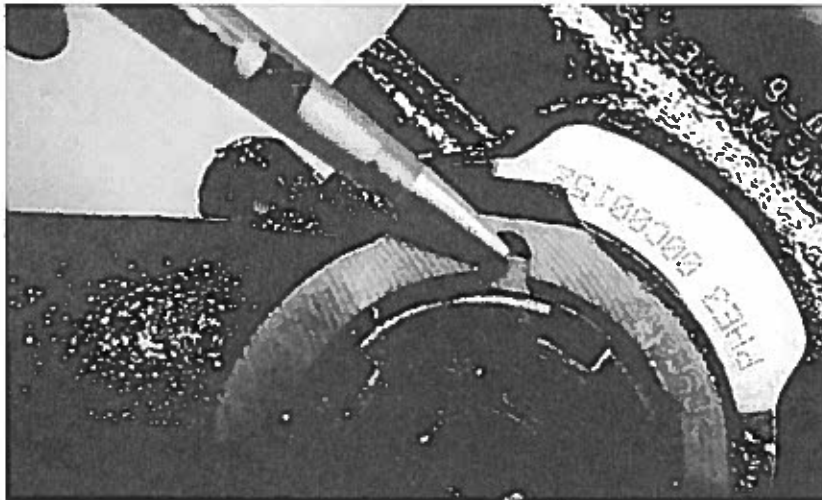


Figure 7

10. Using a torque wrench, tighten the retainer to 225 lb-ft. (305 N·m).

Warning: DO NOT back off the torque value to align the tabs in the following step! A loose pitman arm or loss of steering control could result.

11. Inspect the retainer to see if two of the restraining tabs align with the notches in the retainer. If they are not aligned, continue tightening until two of the restraining tabs align with the notches in the retainer (Figure 8).

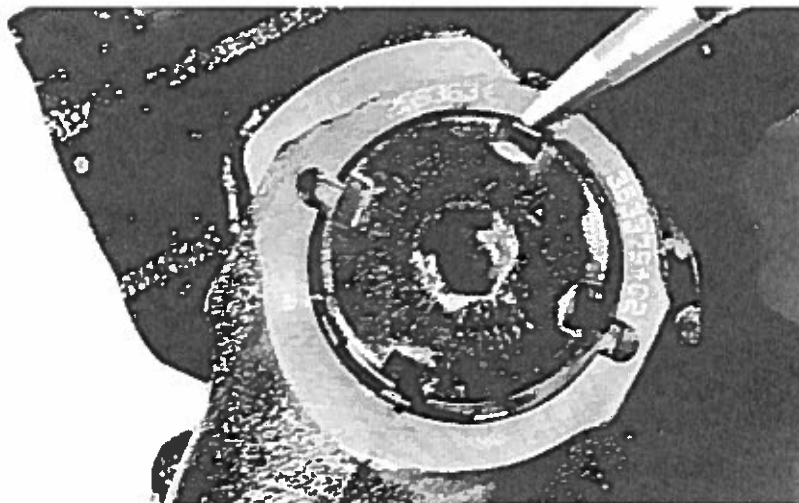


Figure 8

12. Use a tapered punch and hammer to lock the restraining tabs into the retainer (Figure 9).

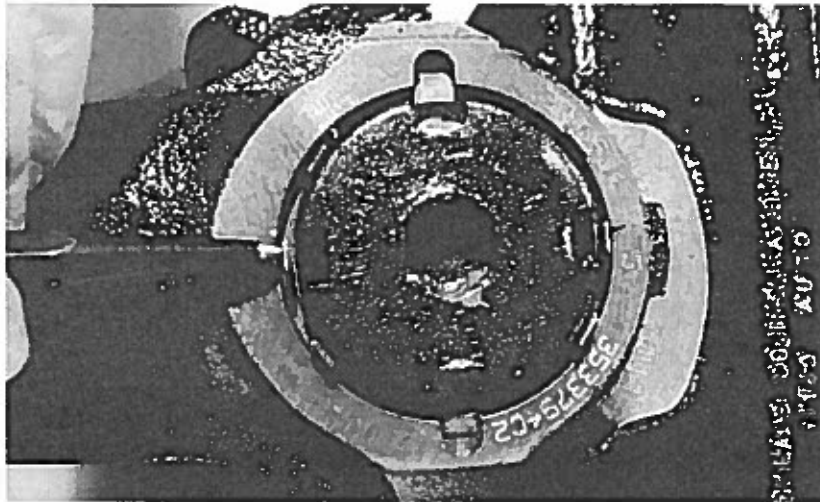


Figure 9

13. Close the hood and remove the wheel blocks.

END OF SERVICE PROCEDURE

LABOR INFORMATION

Operation Number	Description	Time
A40-12514-1	Replace Pitman Arm Retainer	0.6

CAMPAIGN IDENTIFICATION LABEL

Each vehicle corrected in accordance with this campaign must be marked with a CTS-1075 Campaign Identification Label.

Complete the label and attach on a clean surface next to the vehicle identification number (VIN) plate.

DO NOT REMOVE

INTERNATIONAL

Campaign No. _____

VIN _____

Eng.# _____

COMPLETED

Service Location Code # _____

DO NOT REMOVE

ADMINISTRATIVE/DEALER RESPONSIBILITIES

WARRANTY CLAIMS

Warranty claim expense is to be charged to Warranty. Claims are to be submitted in the normal manner, making reference to Safety Recall 12514.

It is important that the coding be completed properly to assist in processing the warranty claim. Complete instructions will be found in the Warranty Policy Manual, Section 7.1.8.

As with all claim submission, items acquired locally must be submitted in the "Other Charges" tab. The cost of any bulk items (bag of cable tie straps, roll of wire, barrel of oil, tube of silicone, etc.) should be prorated for the cost of the individual pieces/amount used during each repair.

	GROUP	NOUN	C	WARR.	TP	PAD
GROUP Enter number G—						
NOUN Leave blank						
C (CAUSE) Enter either 1, 2, 3. (see below)						
1. Inspected (No repair required).						
2. Inspected and repaired.						
3. Defective part from parts stock.						
WARRANTY (Warranty Code) Enter 40.						
TYPE PART Enter P for type part causing failure.						
PAD Enter 100						

UNITED STATES AND POSSESSIONS

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, the 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 his or her 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.

Dealers involved in the recall process will be furnished a listing of owner names and addresses to enable them to follow up with owners and have the vehicles corrected. Use of this listing must be limited to this campaign because the list may contain information obtained from state motor vehicle registration records and the use of such motor vehicle registration data for purposes other than this campaign is a violation of law in several states.

CANADA

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, the 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 his or her 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.

Dealers involved in the recall process will be furnished a listing of owner names and addresses to enable them to follow up with owners and have the vehicles corrected. Use of this listing must be limited to this campaign because the list may contain information obtained from state motor vehicle registration records and the use of such motor vehicle registration data for purposes other than this campaign is a violation of law in several states.

EXPORT

Export Distributors 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, the transfer location or customer must be notified immediately from your distributor location.

Export Distributors are to submit warranty claims in the usual manner making reference to this recall number.

Export Distributors are expected to provide full cooperation and follow-up with respect to this important subject matter. If you have any questions or need further assistance, please contact the Regional Service Manager at your regional office.

NAVISTAR, INC