

SERVICE PROCEDURE

**G-12519
July 2012**

SUBJECT: SAFETY RECALL

Windshield on certain CityStar® models and windshield and rear glass on certain DuraStar® models built 12 February 2012 through 09 April 2012 with cab codes 16030 or 16AAK

DEFECT DESCRIPTION

The windshield on certain CityStar® model trucks and the windshield and rear glass on certain DuraStar® model trucks may have been installed with inadequate primer seal application. The urethane sealer without the primer seal may result in an insufficient bond between the glass and cab structure. Without the proper bond, the windshield or rear glass could eventually separate from the cab resulting in personal injury or death. A reduction in windshield glass bond strength may also adversely affect the structure integrity of the cab in an accident situation, increasing the risk of personal injury or death.

MODELS INVOLVED

This Safety Recall involves certain CityStar® and DuraStar® models built 12 February 2012 through 09 April 2012 with cab codes 16030 or 16AAK and flagged with Safety Recall 12519.

PARTS INFORMATION

There are no parts for this campaign. U.S. Dealers should contact Safelite AutoGlass® from the contact information below and reference Navistar campaign 12519 to make an appointment. Coordinate between your customer and Safelite AutoGlass® to ensure the vehicle is at your location for the scheduled appointment. When possible, you are encouraged to schedule multiple unit repairs on the same day at your dealership, especially for stock units. Safelite AutoGlass® will also perform repairs at fleet locations to reduce down time.

NOTE: Once all glass has been replaced, the vehicle is required to sit 4 hours for full adhesive cure before it can be driven.

Non-U.S. dealers should source through a local vehicle glass specialist.

Safelite AutoGlass® Contact Information:

Phone (888) 636-0288

Fax (800) 455-7799

E-mail Commfleet@safelite.com

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! If the vehicle must be raised, do not work under the vehicle supported only by jacks. Jacks can slip or fall over, potentially resulting 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.

1. Park vehicle on a flat surface, shift transmission to park or neutral, set parking brake, and block wheels to prevent vehicle from moving in both directions.
2. For DuraStar® models equipped with a bench-style passenger seat, lift passenger seat cushion to gain access to seat mounting bolts. Remove bolts and remove seat from cab.
3. Allow 1 hour for urethane to cure, and then reinstall passenger seat into cab. Reinstall mounting bolts and tighten to 25 to 35 lb ft (33.8 to 47.4 N·m).
4. Allow vehicle to remain at the shop for an additional 3 hours for urethane to cure fully.
5. Remove blocks from wheels.

END OF SERVICE PROCEDURE

LABOR INFORMATION

Operation Number	Description	Time
A40-12519-1	Remove and reinstall passenger seat (DuraStar® passenger bench seat only)	0.4

SPECIAL HANDLING INFORMATION

Enter the Safelite AutoGlass® charges for the repair as “Other charges” when submitting this campaign claim.

Also enter a handling fee of \$50.00 for coordinating and submitting this claim as “Other charges.”

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 12519.

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 submissions, 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)	WARRANTY (Warranty Code) Enter 40.	TYPE PART Enter P for type part causing failure.	PAD Enter 100
		1. Inspected (No repair required).			
		2. Inspected and repaired.			
		3. Defective part from parts stock.			

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