

SERVICE PROCEDURE

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G-12521
AUGUST 2012

Compliance Dept.

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SUBJECT: SAFETY RECALL

Fullchamp Aluminum Wheels on Harley-Davidson Edition
LoneStar® models built 29 January 2009 through 21
February 2011 with wheel codes 27DRV and 28DRV.

DEFECT DESCRIPTION

The 5-spoke wheels on the Harley-Davidson Edition of the LoneStar® may crack around the hand-hole corners of the rims. The cause was determined to be corrosion fatigue cracking due to an undesirable microstructure. This condition may cause wheel separation which can result in property damage, personal injury, or death.

MODELS INVOLVED

This Safety Recall involves certain Harley-Davidson Edition LoneStar® models built 29 January 2009 through 21 February 2011 with wheel codes 27DRV and 28DRV.

PARTS INFORMATION

Part Number	Part Description	Quantity
A29362AOP	Front Outer Polished	2
A29362AIP	Rear Outer Duals Polished	4
A29362ANP	Inner Duals Non Polished	4

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.

WARNING! Keep flames or sparks away from vehicle and do not smoke while servicing the vehicle's batteries. Batteries expel explosive gases. Failure to do so may result in property damage, personal injury, and/or death.

WARNING! Remove the ground cable from the negative terminal of the battery box before disconnecting any electrical components. Always connect the ground cable last. Failure to do so may result in property damage, personal injury, and/or death.

1. Coordinate a tire repair service to remove and replace all vehicle's wheels.
2. Hold removed wheels until you receive dispositions instructions through iClaim system. Navistar will require return of parts associated with this repair. Be sure to follow parts return instructions on the R5185 form.
3. Claim sublet tire service repair in the OTHER CHARGES section of warranty claim. The sublet charge needs to be submitted for actual charges on invoice and not include mark up. Attach a copy of original invoice to warranty claim.

END OF SERVICE PROCEDURE

LABOR INFORMATION

Operation Number	Description	Time
A40-12521-1	Coordination of Tire Service and Warranty Claim Administration	0.3 Hr.

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

Refer to Dealer Warranty Manual for procedures to conduct Recall Campaigns.

It is important that the Recall Coding be completed properly to assist in processing the warranty claim. Complete instructions will be found in the Warranty Manual, Section 7-1. Special attention should be given to Items 39 through 44:

	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

