

# ***SERVICE PROCEDURE***

**G-12527  
December 2012**

**SUBJECT: SAFETY RECALL**  
**Tow hooks on certain ProStar® models built 14 May 2012 through 14 August 2012 with feature code 01570.**

## **DEFECT DESCRIPTION**

The tow hooks supplied with the vehicle used for emergency recovery purposes may not have been heat treated to the correct specification. The tow hooks may unexpectedly break during vehicle recovery operations, resulting in a sudden release of the vehicle without warning, and could result in property damage, personal injury, and / or death.

## **MODELS INVOLVED**

This Safety Recall involves certain ProStar® models built 14 May 2012 through 14 August 2012 with feature code 01570 tow hooks.

## **PARTS INFORMATION**

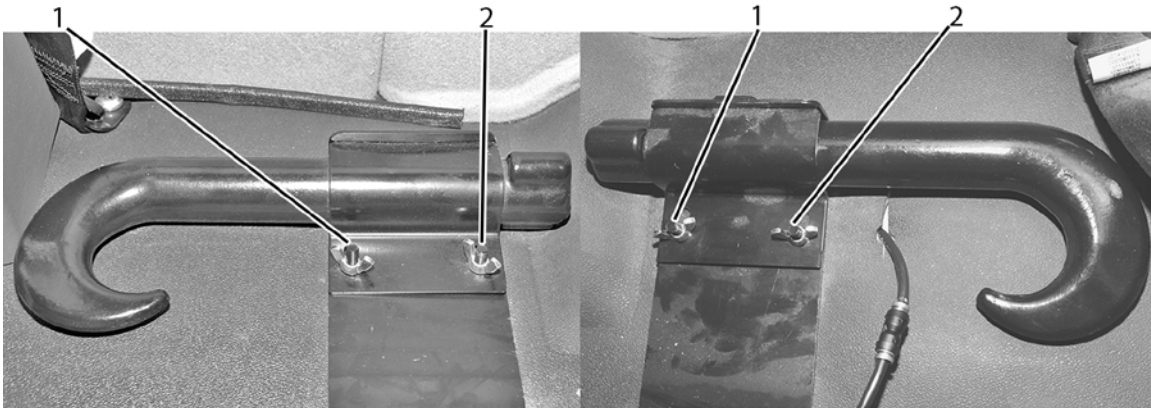
<b>Part Number</b>	<b>Part Description</b>	<b>Quantity</b>
3948721C1	Tow Hook	2

## **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.

1. Park the vehicle on flat surface with wheels straight ahead.
2. Shift transmission to park or neutral and set parking brake.
3. Install wheel chocks.
4. Open cab doors to access tow hooks behind driver's and passenger's seats.



**Figure 1. Driver's Side and Passenger's Side Tow Hooks.**

1. Wing nut (2)
  2. Wing nut (2)
5. Unscrew two wing nuts (Figure 1, Items 1 and 2) and release tow hooks. Remove tow hooks.
  6. Install new tow hooks behind driver's and passenger's seats. Secure with two wing nuts on each side (Figure 1, Items 1 and 2).

7. Remove wheel chocks.

## END OF SERVICE PROCEDURE

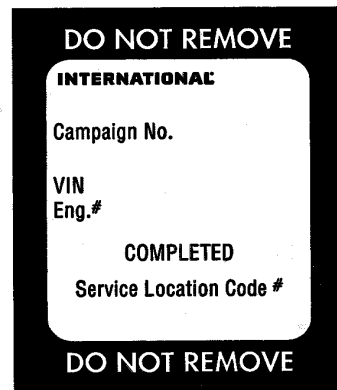
### LABOR INFORMATION

Operation Number	Description	Time
A40-12527-1	Replace tow hooks	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.



The image shows a rectangular label with a black border. At the top and bottom, it says "DO NOT REMOVE" in white capital letters. In the center, there is a white rounded rectangle containing the word "INTERNATIONAL" in bold black capital letters. Below this, there are four fields for information: "Campaign No.", "VIN", "Eng.#", and "Service Location Code #". The word "COMPLETED" is printed in bold black capital letters in the center of the white area.

### 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 12527.

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.

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## **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**