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By Recall Management Division at 7:24 am, Mar 07, 2014

14V-107  
(4 pages)  
R. L. Van Laar  
Compliance Manager

Date: March 6, 2014

This report serves as Navistar's notification to the U.S. Department of Transportation, National Highway Traffic Safety Administration that a defect related to motor vehicle safety, exists in certain ProStar® model trucks. Navistar, Inc. decided that this defect existed in these vehicles on 02/28/2014.

I. Manufacturer, Designated Agent, and Other Chain of Distribution Information

Manufacturer's corporate name:

- Navistar, Inc. for its INTERNATIONAL® brand trucks.

Designated Agent (imported vehicles): None.

If this notification concerns a defective or noncompliant component that the above identified manufacturer did not manufacture, identify that component and provide the name, address, and phone number of the manufacturer of the component (if this manufacturer is unknown, provide this information as to the supplier of the component):

Name, address, email, and phone and fax numbers for the person(s) to whom inquiries about this report should be directed:

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[Rick.vanlaar@navistar.com](mailto:Rick.vanlaar@navistar.com)

Manufacturer's assigned Campaign number: 14506

II. Identification of the Recall Population and Its Size

Complete the tables below for each group of vehicles subject to this notification. Additional tables may be necessary where there are more than three groups subject to a notification.

Make: International®
Model: ProStar®
Model Year(s): 2014
Inclusive dates of manufacture (month and year): 09/2013 through 12/2013
Body Style/Type (for non-passenger cars): Heavy Diesel Truck
Other information necessary to describe these vehicles: Class 8
Total number of these vehicles: 124

Provide the following information as to all the groups of vehicles:

- Grand total number of vehicles: 124

The percentage of the recall population you estimate actually contain the defect or noncompliance:

- It is estimated that all (100%) of the vehicles in suspect population could have the defect.

Identify and describe how the recall population was determined (e.g., on what basis the recalled models were selected and how the inclusive dates of manufacture were determined):

- The suspect population is identified by models equipped with feature code 14GXP 6X2 rear axles with “R” hubs and Dual Track rear axles.

Describe how the recall population is different from any similar vehicles not subject to this notification:

- The vehicles in the suspect population were built with 6X2 Dual Track forward rear axles with “200” wheel hubs and Standard Track axle shafts in place of the required “R” wheel hubs and Dual Track axle shafts.

### III. Description of the Defect or Noncompliance and Chronology of Events

Describe the defect or noncompliance, including a summary and detailed description of the nature and physical location (if appropriate) of the defect or noncompliance. Graphic aids should be provided where necessary.

- The axle shafts may not be of sufficient length resulting in the splines on the axle shafts to not fully engage into the side gears of the rear axle differential and may result in axle shaft spline or side gear failure.

Describe the cause(s) of the defect or noncompliance condition.

- The 14GXP Dual Track axle option was inserted (in error) into the “200” wheel end selection in Navistar’s engineering coding, which specifies without cone locks. The engineering coding then picked the only axle shafts available which were Standard Track instead of Dual Track resulting in axle shafts being too short for the application.

Describe the safety consequence(s) of the defect or noncompliance condition.

- Axle shaft spline failure may result in an unexpected loss of power transmitted to the drive wheels. An unexpected loss of power to the drive wheels may result in a vehicle stalled on the roadway, which could lead to a vehicle crash.

Identify any warning(s) that may precede the defect or noncompliance condition.

- None.

*For defects*, provide a dated, chronological summary of all the principle events that were the basis for the determination that the defect is related to motor vehicle safety, including a summary of all warranty claims, field or service reports, and other information such as numbers of crashes, injuries and fatalities.

- 12/12/2013 – Navistar received communication of this issue after receiving a claim from fleet customer reporting an axle shaft spline failure.
- 12/19/2013 – Engineering determined there was a coding error with the wheel ends and axle shafts. Issue was contained at the assembly plant by changing the orders with the incorrect coding.
- 01/10/2014 – Navistar and Meritor engineering meet to determine the scope of the coding issue.
- 01/16/2014 through 02/10/2014 Navistar receives communication from the field of four additional units with 14GXP Dual Track rear axles with “200” wheel ends with axle shaft spline failure.
- 1-24-14 - Navistar Engineering, Manufacturing, and Product Compliance meet to review all possible coding combinations that could lead to the defect.
- 02/19/2014 – Engineering and Product Compliance finalize the suspect population.
- 02/28/2014 – Navistar declares a Safety Recall.

*For noncompliances*, identify the test results and other information considered in determining the existence of the noncompliance, and provide the date of each test and observation indicative of that noncompliance.

#### IV. The Remedy Program and Its Schedule

Describe the program for remedying the defect or noncompliance, including the plan for reimbursing those owners and purchasers who may have incurred costs to remedy the defect or noncompliance before receiving the manufacturer’s notification concerning that defect or noncompliance. Also include, where applicable, details with dates concerning any production remedy that was conducted or will be conducted.

- The remedy will involve replacing the “200” wheel hubs and Standard Track axle shafts with the correct “R” wheel hubs and Dual Track axle shafts and replacement of any differential carrier found with damaged side gears.
- A plan for reimbursement of pre-notification remedies is not needed as all the vehicles are within their original warranty period.
- 12/19/2013 – Navistar revised order coding to only allow feature 14GXP with “R” wheel hubs, if order appears without cone locks, it is flagged as an unavailable combination forcing the selection of the proper combination.

Provide the estimated date(s) on which owner and purchaser notifications will be issued and the estimated date(s) for completion of those notifications.

- It is estimated that the Customer notification letter will be mailed by March 14, 2014.

Provide the estimated date(s) on which dealer and distributor notifications will be issued and the estimated date(s) for completion of those notifications.

- It is estimated that the dealer notification letter will be mailed by March 14, 2014.

Clearly describe the distinguishing characteristics of the remedy component/assembly versus the recalled component/assembly.

- The “R” wheel hubs and Dual Track axle shafts are of correct dimension and length for the application as compared to the “200 wheel hubs and Standard Track axle shafts.

The undersigned should be contacted for any additional information regarding this recall on (331) 332-1590.

Sincerely,



R. L. Van Laar  
Compliance Manager  
Navistar, Inc.

RV: FI