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Compliance Dept.

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SERVICE PROCEDURE

15516

November, 2015

SUBJECT: SAFETY RECALL
Eaton FR 10 SPD Transmission on certain ProStar[®]
and TranStar[®] models built 05 January 2015 thru
07 January 2015 with Eaton FR Series 10-Speed
Transmission.

DEFECT DESCRIPTION

A spacer assembly in the transmission may lack the necessary clearance and could force the main shaft key out of position. When the main shaft key is out of position and the shift lever moves from reverse to neutral or forward gear positions, the reverse gear may stay engaged. When shifting the transmission from reverse to neutral, the vehicle may unexpectedly move backwards, increasing the risk of a crash without prior warning.

MODELS INVOLVED

This safety recall involves certain ProStar[®] and TranStar[®] models built 05 January 2015 thru 07 January 2015 with Eaton FR Series 10-Speed Transmission.

ELIGIBILITY

This procedure applies ONLY to vehicles marked in the International[®] Service PortalSM with Safety Recall 15516. Also complete any other open campaigns listed on the Service Portal at this time.

PARTS INFORMATION

NOTE: Eaton will provide the part numbers that are required for the inspection and repair of the transmission.

Repair parts are to be purchased through the Navistar Parts System. If a complete transmission is required, Eaton will ship the transmission free of charge to your dealership.

SERVICE PROCEDURE

WARNING! TO PREVENT PROPERTY DAMAGE, PERSONAL INJURY, AND / OR DEATH, PARK VEHICLE ON HARD FLAT SURFACE, TURN THE ENGINE OFF, SET THE PARKING BRAKE AND INSTALL WHEEL CHOCKS TO PREVENT THE VEHICLE FROM MOVING IN BOTH DIRECTIONS.

WARNING! TO PREVENT PROPERTY DAMAGE, PERSONAL INJURY, AND / OR DEATH, IF THE VEHICLE MUST BE RAISED, DO NOT WORK UNDER THE VEHICLE SUPPORTED ONLY BY JACKS. JACKS CAN SLIP OR FALL OVER.

WARNING! TO PREVENT PERSONAL INJURY AND / OR DEATH, ALWAYS WEAR SAFE EYE PROTECTION WHEN PERFORMING VEHICLE MAINTENANCE.

WARNING! TO PREVENT PROPERTY DAMAGE, PERSONAL INJURY, AND / OR DEATH, ALLOW COMPONENTS IN ENGINE COMPARTMENT TO COOL BEFORE SERVICING ENGINE OR VEHICLE.

WARNING! TO PREVENT PROPERTY DAMAGE, PERSONAL INJURY, AND / OR DEATH, KEEP FLAMES OR SPARKS AWAY FROM VEHICLE AND DO NOT SMOKE WHILE SERVICING THE VEHICLE'S BATTERIES. BATTERIES EXPEL EXPLOSIVE GASES.

WARNING! TO PREVENT PROPERTY DAMAGE, PERSONAL INJURY, AND / OR DEATH, REMOVE THE GROUND CABLE FROM THE NEGATIVE TERMINAL OF THE BATTERY BOX BEFORE DISCONNECTING ANY ELECTRICAL COMPONENTS. ALWAYS CONNECT THE GROUND CABLE LAST.

1. Bring vehicle into shop and park on flat surface with wheels straight ahead.
2. Shift transmission to Neutral and set parking brakes.
3. Install wheel chocks.
4. Access and document the serial number located on the transmission.

5. Contact Eaton at 1-800-826-4357 (press prompts for Technical Support and Mechanical Transmissions), and provide Eaton the following information:
 - a. VIN
 - b. Transmission Serial Number
 - c. DTU Date (In-Service Date)
 - d. Vehicle Mileage
6. Eaton will provide the inspection and repair procedure.
7. Remove wheel chocks.

END OF SERVICE PROCEDURE

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

File recall claim directly with Eaton. Eaton will process the necessary paperwork for the inspection and repair. Eaton will directly pay your dealer for labor, parts, and parts handling.

No warranty claim will be submitted to Navistar.

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.