

Part 573 Safety Recall Report

16V-838

Manufacturer Name : Navistar, Inc.

Submission Date : NOV 16, 2016

NHTSA Recall No. : 16V-838

Manufacturer Recall No. : 16511



Manufacturer Information :

Manufacturer Name : Navistar, Inc.

Address : 2701 Navistar Drive
Lisle IL 60532

Company phone : 331-332-1590

Population :

Number of potentially involved : 157

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2012-2012 IC Bus BE

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : Commercial bus; 14 to 35 passengers. Built with feature code 48PPJ or 48PPP (water shut off valve, inside forward of driver heater).

Production Dates : NOV 02, 2010 - NOV 02, 2010

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 2 : 2012-2012 IC Bus BE

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : Commercial bus; 14 to 35 passengers. Built with feature code 48PPJ or 48PPP (water shut off valve, inside forward of driver heater).

Production Dates : NOV 02, 2010 - NOV 02, 2010

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Description of Defect :

Description of the Defect : The formed heater hose to the drivers heater when equipped with a manual shut off, over time and repeated heat and pressure cycles, may fatigue resulting in a split hose which could cause hot engine coolant to leak into the operators foot area.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : If the hose were to burst, the hot coolant spilling into the operators foot area

Description of the Safety Risk :	could result in a burn injury or possible sudden lateral vehicle movement which could result in a motor vehicle accident.
Description of the Cause :	Repeated heat and high pressure cycles can cause the yarn reinforcement in the hose to damage the rubber and cause it to leak or burst.
Identification of Any Warning that can Occur :	Heater and coolant hoses should be inspected annually for signs of hardness, cracks, blisters, or splits.

Supplier Identification :

Component Manufacturer

Name :	NR
Address :	NR
	NR
Country :	NR

Chronology :

12/17/2015 Navistar receives inquiry from NHTSA regarding a VOQ related to a split hose to the drivers heater.

01/04/2016 Navistar initiates investigation of the issue.

01/28/2016 Navistar completes its investigation and communicates to NHTSA that other than the VOQ customer compliant, it had no reported complaints and 12 warranty claims over a 5-year period, and therefore did not see a repetitive systemic issue at that time.

03/29/2016 Navistar and NHTSA agree to monitor the issue in the field.

10/12/2016 Navistar receives communication from NHTSA reporting another customer complaint of a coolant hose bursting near the drivers heater.

10/26/2016 Field Service provides customer report of a third hose failure on a 2014 IC bus near the drivers heater resulting in second degree burns to the drivers leg.

10/31/2016 Navistar receives from NHTSA the details of the second hose failure from a 2014 IC school bus.

11/01/2016 Navistar Engineering and Compliance meet and review warranty, service part usage, and coolant operating pressure for the I-6 engine in buses with the water shut off valve at the drivers heater. There were now 27 warranty claims and 5 additional field reports. Service part usage showed an upward trend. The team determines that the hose burst pressure rating is near the upper threshold of four times the operating pressure based on the engine coolant output pressure during a five year build period.

11/07/2016 Navistar finalizes the suspect population.

11/09/2016 Navistar declares a Safety Recall.

Description of Remedy :

Description of Remedy Program : The remedy will involve replacing the formed heater hose to the drivers

Description of Remedy Program :	heater. Navistars plan for reimbursement of pre-notification remedies, on file with NHTSA and dated 10/28/2015, applies and reimbursement instructions will be included in the customer notification.
How Remedy Component Differs from Recalled Component :	The replacement formed hose is designed to have burst pressure four times the maximum engine coolant pressure where the recalled hose is not.
Identify How/When Recall Condition was Corrected in Production :	03/02/2015 Navistar manufacturing began installation of formed heater hoses designed to have burst pressure four times the maximum engine coolant pressure.

Recall Schedule :

Description of Recall Schedule :	It is estimated that the Customer and dealer notification letters will be mailed by 01/06/2017.
Planned Dealer Notification Date :	JAN 06, 2017 - JAN 06, 2017
Planned Owner Notification Date :	JAN 06, 2017 - JAN 06, 2017

* NR - Not Reported