

Part 573 Safety Recall Report

24V-089

Manufacturer Name : Navistar, Inc.**Submission Date :** MAR 18, 2024**NHTSA Recall No. :** 24V-089**Manufacturer Recall No. :** 24504**Manufacturer Information :**

Manufacturer Name : Navistar, Inc.

Address : 2701 Navistar Drive

Lisle IL 60532

Company phone : 331-332-1590

Population :

Number of potentially involved : 1,191

Estimated percentage with defect : 2 %

Vehicle Information :

Vehicle 1 : 2024-2024 IC Bus CE school bus

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

- Descriptive Information :
- The suspect population is identified by models equipped with R. H. Sheppard M100P model steering gears.
 - The inclusive dates of manufacture were determined by suspect steering gear serial numbers provided by RH Sheppard and production data at Navistar's vehicle manufacturing plants.
 - The vehicles in the suspect population may have been built with steering gears with suspect serial numbers and all other similar vehicles were not. There are 1,191 CE school buses in the suspect population.

Production Dates : JUL 17, 2023 - DEC 14, 2023

VIN Range 1 : Begin :

NR

End : NR

 Not sequential**Description of Defect :**

Description of the Defect : As reported by R. H. Sheppard Co., Inc. in 24E-094, the defect is a steering gear assembled with fewer than the required number of recirculating balls.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : As reported by R. H. Sheppard Co., Inc in 24E-094, a steering gear with fewer than the required number of recirculating balls may bind when loads are applied. In some cases, the balls may align on the same side of the gear's worm-shaft and concentrated loads may cause the gear's internal parts to fracture resulting in loss of vehicle steering. Loss of steering increases the likelihood of a crash.

Description of the Cause : As reported by R. H. Sheppard Co., Inc in 24E-094, an error of the steering gear

recirculating ball insertion process occurred during assembly. A gap in the rework process allowed for potentially less than the required number of balls to be installed into the gear without detection.

Identification of Any Warning that can Occur : None

Involved Components :

Component Name 1 : Steering gear
Component Description : Steering gear
Component Part Number : Various

Supplier Identification :

Component Manufacturer

Name : Bendix Commercial Vehicle Systems LLC
Address : 35500 Chester Rd.
Avon Ohio 44011
Country : United States

Chronology :

- 12/19/2023 – RH Sheppard notifies Navistar they have submitted a 573 Defect Notice to NHTSA related to their RH Sheppard steering gears and supplied Navistar with a list of 74 specific suspect serial numbers.
- 12/19/2023 thru 01/02/2024 – Navistar quarantines all RH Sheppard equipped vehicles and inventory steering gears at the assembly plants. One suspect gear was found and repaired. Two other suspect steering gears were sold through Navistar's Parts System and have identified where these two gears were shipped to.
- 01/04/2024 thru 01/30/2024 – Navistar conducts a search of manufacturing records to identify vehicles built with a suspect steering gear serial number.
- 01/31/2024 – Navistar Finalizes the suspect population.
- 02/01/2024 – Navistar declares a Safety Recall.
- 3/12/2024 -- Navistar Product Safety Notified by Navistar's Service Parts department that part availability is possibly late May to early June 2024. Navistar decided to launch an interim notice to owners since the remedy cannot be provided in the required amount of time.
- 3/18/2024 -- Updated affected models and recall schedule in this defect report.

Description of Remedy :

Description of Remedy Program : • The remedy will involve replacing any steering gear found with a suspect serial number.
• Navistar's plan for reimbursement of pre-notification remedies, on file with NHTSA and dated 05/06/2022, applies and reimbursement instructions will be included in the customer notification.

How Remedy Component Differs from Recalled Component : The remedy steering gears were assembled with the correct number of recirculating balls where the recalled steering gears may not have been.

Identify How/When Recall Condition was Corrected in Production : 11/27/2023 – As reported by R. H. Sheppard Co. Inc. in 24E-094, the gap in the manufacturing control logic was corrected for the reworked gears. Additional inspection steps are added to confirm that any rework certainly contained the corrected number of recirculating balls.

Recall Schedule :

Description of Recall Schedule : Part availability is estimated to be late May or early June 2024. An Interim Notice to Dealers will be sent by 3/25/24 and an interim owner notification will be mailed on 4/1/2024. As soon as parts become available this defect report will be updated as required.

Planned Dealer Notification Date : MAR 25, 2024 - MAR 25, 2024

Planned Owner Notification Date : APR 01, 2024 - APR 01, 2024

* NR - Not Reported