

# Part 573 Safety Recall Report

## 24V-164

**Manufacturer Name :** Navistar, Inc.

**Submission Date :** FEB 29, 2024

**NHTSA Recall No. :** 24V-164

**Manufacturer Recall No. :** 24505



### Manufacturer Information :

Manufacturer Name : Navistar, Inc.

Address : 2701 Navistar Drive  
Lisle IL 60532

Company phone : 331-332-1590

### Population :

Number of potentially involved : 272

Estimated percentage with defect : 5 %

### Vehicle Information :

Vehicle 1 : 2025-2025 International HV

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 HD94P, HD94S, and M100P 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 36 HV series trucks in the suspect population.

Production Dates : JAN 03, 2024 - JAN 15, 2024

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 2 : 2025-2025 International HX

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 HD94P, HD94S, and M100P 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 9 HX series trucks in the suspect population.

Production Dates : JAN 03, 2024 - JAN 11, 2024

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 3 : 2025-2025 International LT

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 HD94P, HD94S, and M100P 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 81 LT series trucks in the suspect population.

Production Dates : JAN 04, 2024 - JAN 18, 2024

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 4 : 2025-2025 International MV

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : NR

Descriptive Information : • The suspect population is identified by models equipped with R. H. Sheppard HD94P, HD94S, and M100P 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 146 MV series trucks in the suspect population.

Production Dates : JAN 03, 2024 - JAN 18, 2024

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

### Description of Defect :

Description of the Defect : As reported by R. H. Sheppard in recall 24E-010, "the steering gear sector shaft does not meet hardness requirements for the gear teeth."

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : As reported by R. H. Sheppard in recall 24E-010, "sector shaft gear teeth with lower than expected hardness may prematurely wear, crack, or fracture. A fractured gear tooth may interfere with the gear mechanism leading to non-smooth steering effort or binding. A steering gear that binds increases the likelihood of a crash."

Description of the Cause : As reported by R. H. Sheppard in recall 24E-010, "heat treating may have not been properly performed on some lots of sector shafts resulting in lower than

Identification of Any Warning that can Occur :

expected hardness for the gear teeth. Sector shaft gear teeth with lower than required hardness are not as durable as properly hardened sector shaft gear teeth.”  
As reported by R. H. Sheppard in recall 24E-010, “the driver may hear a popping sound when a tooth fractures. The driver may notice lumpy or non-smooth steering effort when the gear moves through the cracked or fractured location.”

Involved Components :

Component Name 1 : Steering gear

Component Description : Steering gear

Component Part Number : Various

Supplier Identification :

Component Manufacturer

Name : R. H. Sheppard

Address : 101 Philadelphia St.  
P. O. Box 877 Hanover Pennsylvania 17331

Country : United States

Chronology :

- 01/18/2024 – R. H. Sheppard communicates to Navistar of finding a steering gear sector shaft with less than the required hardness during shot peen operation.
- 01/18/2024 – Navistar initiates ship hold of all loose steering gears and vehicles at the assembly plants, finding 785 suspect gears out of 1,037 suspect gears, and established clean point at the Escobedo and San Antonio assembly plants.
- 01/18/2024 through 02/20/2024 – Navistar conducts a search of manufacturing records to identify vehicles built with a suspect steering gear serial number.
- 02/07/2024 – Navistar Product Safety, Engineering, and supplier quality meet with R. H. Sheppard to review and discuss the failure mode, root cause, lot code and steering gear serial number data collected by R. H. Sheppard.
- 02/09/2024 – Navistar receives R.H. Sheppard’s 573 defect report for 24E-010.
- 02/21/2024 – Navistar completes its review of manufacturing records and finalizes the Suspect Population

- 02/22/2024 – Navistar declares a Safety Recall.

Description of Remedy :

Description of Remedy Program :	<ul style="list-style-type: none"><li>The remedy will involve replacing any steering gear found with a suspect serial number.</li><li>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.</li></ul>
How Remedy Component Differs from Recalled Component :	As reported by R. H. Sheppard in recall 24E-010, “the replacement parts have steering gear sector shafts that have the heat treatment properly performed and the required hardness has been demonstrated.”
Identify How/When Recall Condition was Corrected in Production :	As reported by R. H. Sheppard in recall 24E-010, “the heat treating furnace that produced the suspect steering gear sector shafts was taken off-line. Components that were processed through the problematic furnace were identified and contained. Fully assembled gears that were built with the suspect steering gear sector shafts were identified and contained. Shipments to vehicle manufacturers were called back. Other similar furnaces in use at Sheppard for sector shafts were inspected. Surface hardness was measured and demonstrated to be as expected from the non-problematic furnaces. The problematic furnace was repaired and will be re-commissioned once the heat treating process is demonstrated to be effective.”

Recall Schedule :

Description of Recall Schedule :	It is estimated that the Customer and Dealer notification letters will be mailed by 04/29/2024.
Planned Dealer Notification Date :	APR 29, 2024 - APR 29, 2024
Planned Owner Notification Date :	APR 29, 2024 - APR 29, 2024

\* NR - Not Reported