

# ***SERVICE PROCEDURE***

24503  
March, 2024

**SUBJECT: SAFETY RECALL INTERIM NOTICE**  
**Steering gear on certain 2024 International® HX®, LT®, and RH™ Series trucks built 03/30/2023 thru 12/23/2023, 2024 and 2025 International® HV™ and MV™ Series trucks built 04/14/2023 thru 12/23/2023, and 2024 IC Bus® CE Series commercial buses built on 12/07/2023, with R. H. Sheppard M100P, M110P, and HD94P model steering gears**

## **CUSTOMER LETTER**

Print ready (PDF file) copy of the [Customer Letter](#)

Print ready (PDF file) copy of the [IC Bus Customer Letter](#)

## **DEFECT DESCRIPTION**

The steering gears may have been assembled with less than the required input shaft ball bearings and can result in a fracture of the input shaft and loss of steering. A loss of steering increases the risk of a vehicle crash.

## **MODELS INVOLVED**

This safety recall involves certain 2024 International® HX®, LT®, and RH™ Series trucks built 03/30/2023 thru 12/23/2023, 2024, and 2025 International® HV™ and MV™ Series trucks built 04/14/2023 thru 12/23/2023, and 2024 IC Bus® CE Series commercial buses built on 12/07/2023 with R. H. Sheppard M100P, M110P, and HD94P model steering gears.

**RELEASED**

**Mar 26 2024**

**NAVISTAR, INC**

## ELIGIBILITY

**NOTE:** There are specific filing instructions for the Warranty Administrator in the Administrative Section that must be followed.

This procedure applies ONLY to vehicles marked in the International® Service Portal™ with Safety Recall 24503. Also complete any other open campaigns listed on the Service Portal at this time.

## PARTS INFORMATION

**NOTE:** Refer to the RH Sheppard website link later in the procedure to determine if the steering gear on the vehicle you are working on is “GOOD” or “SUSPECT.”

**NOTE:** If your location has any steering gears in inventory, please refer to the R.H. Sheppard link later in this procedure to determine inventory gear status.

**NOTE:** Do not pre-order steering gears for inventory. They are currently unavailable. Expected release of the final remedy, with parts available, is late May to early June 2024.

## SERVICE PROCEDURE

**WARNING!** To prevent personal injury and / or death, or damage to property, 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 either direction.

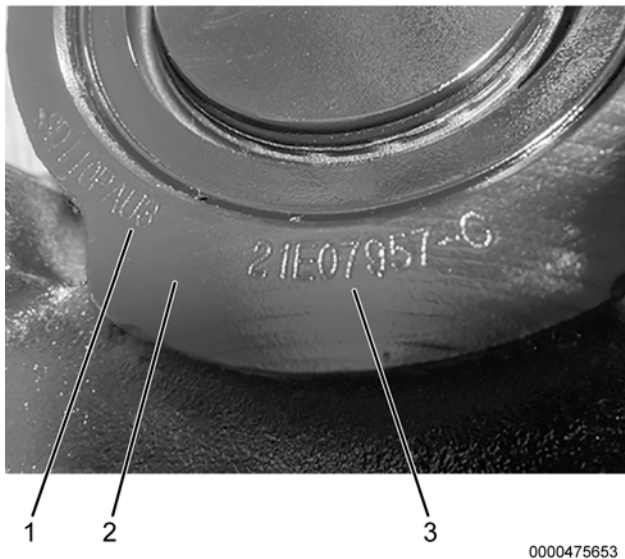
**WARNING!** To prevent personal injury and / or death, or damage to property, if the vehicle must be raised, do not work under the vehicle supported only by jacks. Jacks can slip or fall over.

**WARNING!** To prevent personal injury and / or death, always wear safe eye protection when performing vehicle maintenance.

**WARNING!** To prevent personal injury and / or death, or damage to property, allow engine / vehicle components to cool before servicing.

**WARNING!** To prevent personal injury and / or death, or damage to property, keep flames or sparks away from vehicle and do not smoke while servicing the vehicle's batteries. Batteries expel explosive gases.

1. Park vehicle on flat surface.
2. Shift transmission to Park or Neutral and set parking brake.
3. Turn vehicle ignition to Key OFF position.
4. Install wheel chocks.
5. Unlatch and open hood to access steering gear.



**Figure 1. Gear Housing Sector Shaft Output**

1. Part number
2. Gear housing sector shaft output
3. Serial number

**NOTE:** The steering gear serial number is located on the steering gear housing at the bottom of the sector shaft output. The wheels may need to be turned for proper viewing. Additionally, a small portion of gears may have the serial number at the top of the sector shaft output.

**NOTE:** The steering gear serial number includes a two-digit year followed by an alphanumeric month - Example: 21E (2021 May).

**NOTE: If the serial number and / or part number are illegible due to paint, a flat head screwdriver, wire brush, or emery cloth may be used to lightly remove paint where the numbers are located.**



### Sheppard Steering Gear Classification Tool

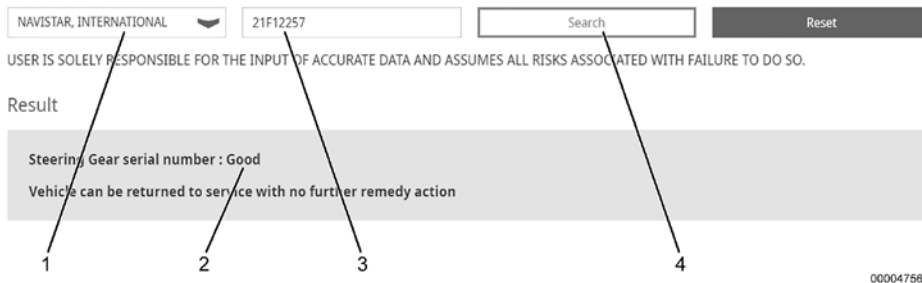
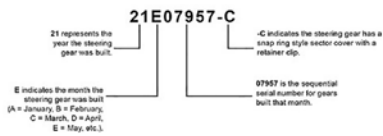
**STOP !! - READ THIS BEFORE BEGINNING.**

Sheppard **remanufactured steering gears, slave gears ARE NOT** affected by this recall.

Refer to the Identification Guideline for identification of affected steering gears as well as interpretation of the serial and part number.

Please select your vehicle make and enter the full 8-character serial number before the dash (-) as shown below without any spaces or the “-C” at the end.

**SERIAL NUMBER EXAMPLE:**



**Figure 2. Steering Gear Classification Tool**

1. Make of select vehicle
  2. Result (Good)
  3. Serial number search box
  4. Search button
6. Record the entire steering gear serial number. Use the R.H. Sheppard link below to determine if the gear needs to be replaced.
- [Sheppard Steering Gear Classification Tool \(rhsheppard.com\)](https://rhsheppard.com)
- a. Select **Navistar, International** from the **Select Vehicle Make** drop-down table (Figure 2, Item 1).
  - b. Enter the serial number (Figure 2, Item 3) and select **Search** (Figure 2, Item 4).
  - c. If the result is **Good** or **Serial Number Entered Is Outside The Date Range**, (Figure 2, Item 2), replacement is not required. Proceed to Step 7.

- d. If the result is **Not Found** (Figure 2, Item 2), follow instructions on R.H. Sheppard website.
  - e. If the result is **Suspect** (Figure 2, Item 2), advise the customer that steering gear requires replacement. Parts are expected to become available late May to early June 2024.
7. Close and latch hood.
  8. Remove wheel chocks.

## END OF SERVICE PROCEDURE

### LABOR INFORMATION

Operation Number	Description	Time
A40-24503-1	Inspection Only; Gear is <b>GOOD</b>	0.3 hrs
A40-24503-2	Inspect Gear; Gear is <b>SUSPECT</b>	0.3 hrs

### CAMPAIGN IDENTIFICATION LABEL

**NOTE: Only install the Campaign Identification Label onto vehicles when the steering gear on the truck you are working on has been verified to be “GOOD” after using the RH Sheppard Web Tool.**

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.



## ADMINISTRATIVE / DEALER RESPONSIBILITIES

### WARRANTY CLAIMS

**NOTE: Causal code must be 1 – Inspection Only.**

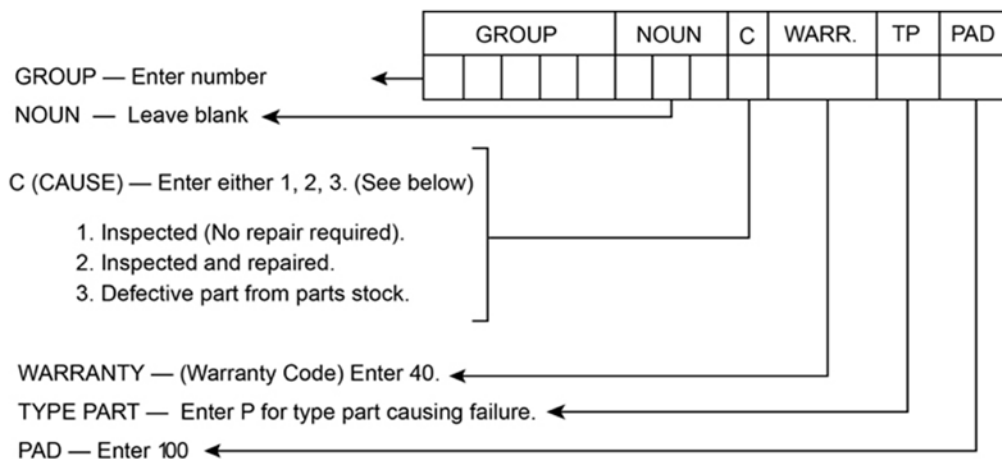
**SRT A40-24503-1 or A40-24503-2 must be used AND claim comments MUST state either of the following:**

- **Serial number GOOD; Replacement not required**  
**OR**
- **Serial number SUSPECT; Replacement required**

Warranty claim expense is to be charged to Warranty. Claims are to be submitted in the normal manner, making reference to Safety Recall 24503.

Section 7 of the Warranty Policy and Procedures Manual contains further information related to the submission and processing of AFC / Recall claims.

As with all claim submissions, items acquired locally must be submitted in the “Other Charges” tab. The cost of any bulk items (such as a bag of cable tie straps, roll of wire, barrel of oil, or tube of silicone) should be prorated for the cost of the individual pieces / amount used during each repair.



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### 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.

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#### VEHICLE RECALL 24503

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. Federal law prohibits a dealer from delivering under a sale or lease, a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by the notification of a recall until the defect or noncompliance is remedied.

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.**