

# ***SERVICE PROCEDURE***

**G-12529-1  
November 2012**

**SUBJECT: SAFETY RECALL**  
**Steering Wheel on certain LoneStar®, ProStar®,  
and WorkStar® models built 22 April 2012 through  
29 October 2012 with feature codes 05CAW,  
05CAX, 05CAZ, 05CBA, or 05WBD**

## **DEFECT DESCRIPTION**

The steering wheel armature may not have been welded properly to the steering wheel hub during the manufacturing process. An incomplete weld may result in the remaining portion of the weld to fatigue over time resulting in possible separation of the steering wheel from the steering wheel hub. Separation of the steering wheel could cause loss of steering control increasing the risk of a crash that may result in property damage, personal injury, or death.

## **MODELS INVOLVED**

This Safety Recall involves certain LoneStar®, ProStar®, and WorkStar® models built 22 April 2012 through 29 October 2012 with feature codes 05CAW, 05CAX, 05CAZ, 05CBA, or 05WBD.

## **PARTS INFORMATION**

Should you find the steering wheel on the truck you are servicing requires replacement, place a critical order for the new steering wheel, according to the line set feature code listed for the VIN, as found in the parts catalogue.

## **SERVICE PROCEDURE**

**WARNING!** PARK VEHICLE ON HARD FLAT SURFACE, TURN THE ENGINE OFF, SET THE PARKING BRAKE AND BLOCK THE WHEELS TO PREVENT THE VEHICLE FROM MOVING IN BOTH DIRECTIONS. FAILURE TO DO SO MAY RESULT IN PROPERTY DAMAGE, PERSONAL INJURY AND/OR DEATH.

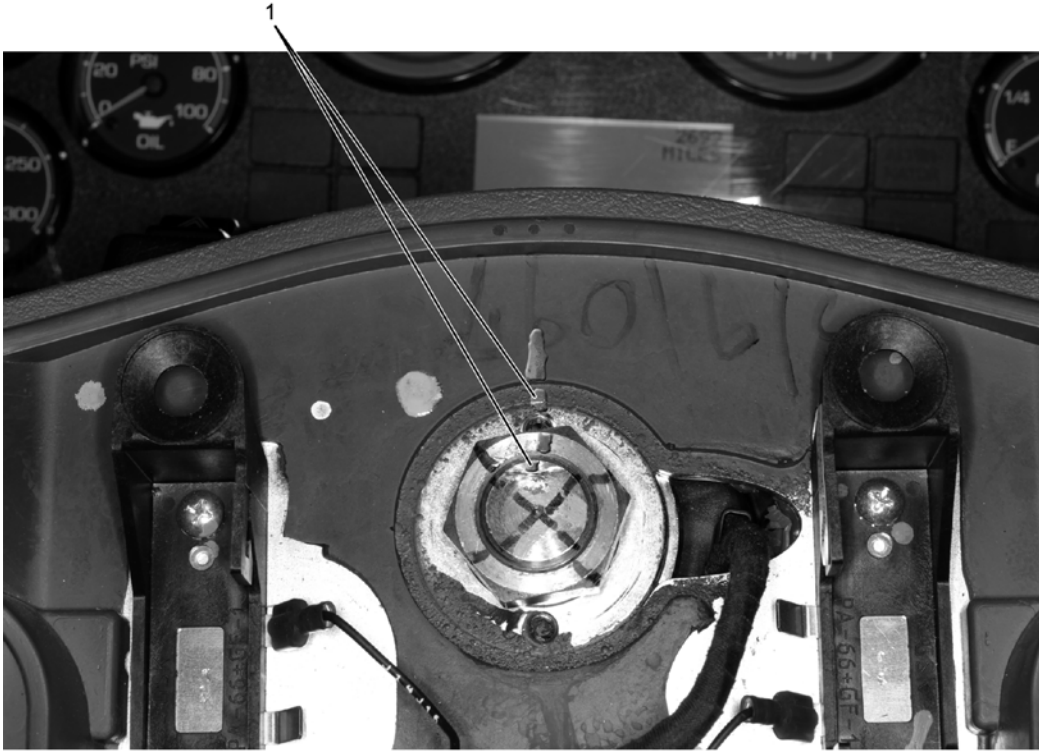
**WARNING!** ALWAYS WEAR SAFE EYE PROTECTION WHEN PERFORMING VEHICLE MAINTENANCE. FAILURE TO DO SO MAY RESULT IN SERIOUS EYE INJURY.

1. Park vehicle on a flat surface with wheels straight ahead.
2. Shift transmission to park or neutral and set parking brakes.
3. Install wheel chocks.



**Figure 1** Steering Wheel Assembly

1. Steering wheel
  2. Top leading edge
  3. Horn pad
4. Remove horn pad from steering wheel by placing fingertips between top edge of horn pad and steering wheel. Gently pull horn pad from steering wheel (Figure 1).
  5. Disconnect horn pad harness connector from horn pad.



000038199

**Figure 2** Steering Wheel  
1. Reference mark (2)

6. Place a reference mark on the steering column shaft and steering wheel to aid alignment during steering wheel installation (Figure 2).



**Figure 3** Steering Column Harness

1. Steering wheel electrical connector

7. Disconnect steering wheel electrical connector from steering column harness (Figure 3).
8. Remove steering wheel retaining nut from steering column shaft.



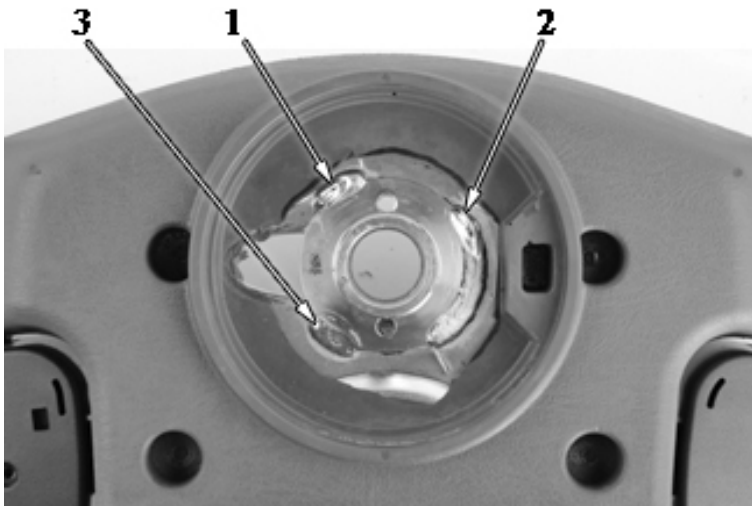
**Figure 4** Steering Wheel Pullers

1. ZTSE4926 steering wheel puller
2. Flange puller

**NOTE: Do not use air tools with steering wheel pullers. Damage to steering wheel shaft may result from over torquing steering wheel puller.**

**NOTE: When attempting to remove steering wheel, do not strike steering wheel puller with hammer. If steering wheel is unable to be removed easily, stop removal process and start a Case File with Tech Service Chassis group for further instructions.**

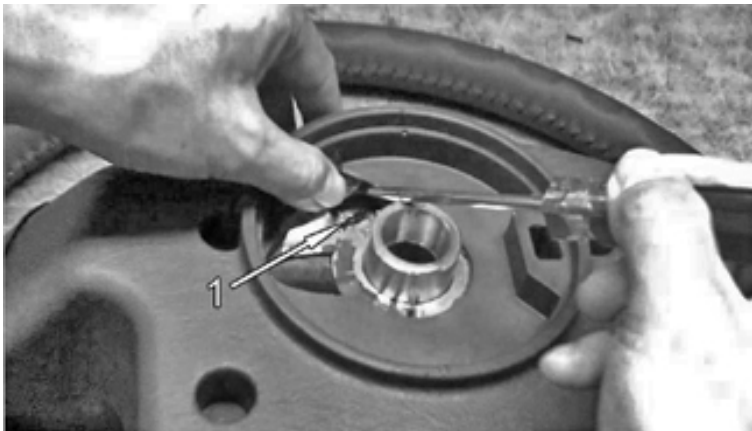
9. Attach steering wheel puller ZTSE4926 to steering wheel. If steering wheel puller ZTSE4926 is not available, attach flange puller with flat tip adapter to steering wheel. Apply enough pressure with hand tools to loosen steering wheel from steering column shaft (Figure 4).
10. Remove steering wheel from steering column shaft.



**Figure 5** Steering Wheel Welds

1. Weld bead one
2. Weld bead two
3. Weld bead three

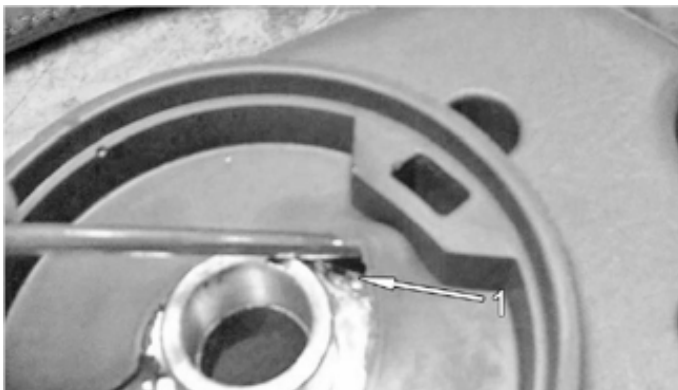
11. Steering wheel hub should be welded to armature in three places. Note approximate location of welds (Figure 5).



**Figure 6** Steering Wheel Inspection  
1. Weld bead one length 15~20 mm

**NOTE: If the steering wheel needs to be replaced, you must create a case file before replacing steering wheel. Fleets should contact their Fleet Service Managers.**

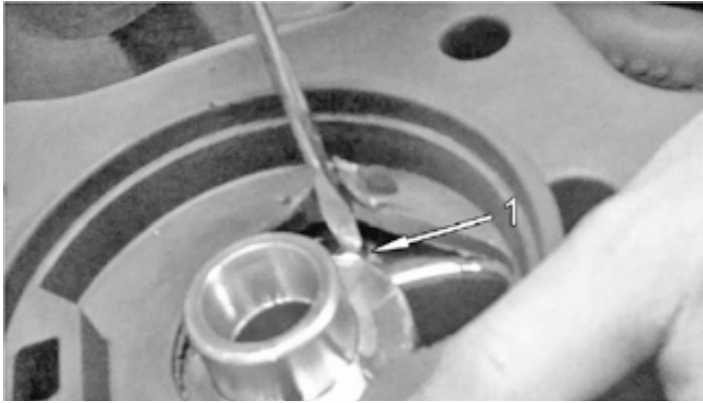
12. Inspect steering wheel for weld bead one present using a flat tip screwdriver to slightly pry up plastic cover. If weld bead one is missing or undersized, obtain new steering wheel and go to step 16. If weld bead one passes inspection, go to step 14 (Figure 6).



**Figure 7** Steering Wheel Inspection  
1. Weld bead two length 43~48 mm

**NOTE: If the steering wheel needs to be replaced, you must create a case file before replacing steering wheel. Fleets should contact their Fleet Service Managers.**

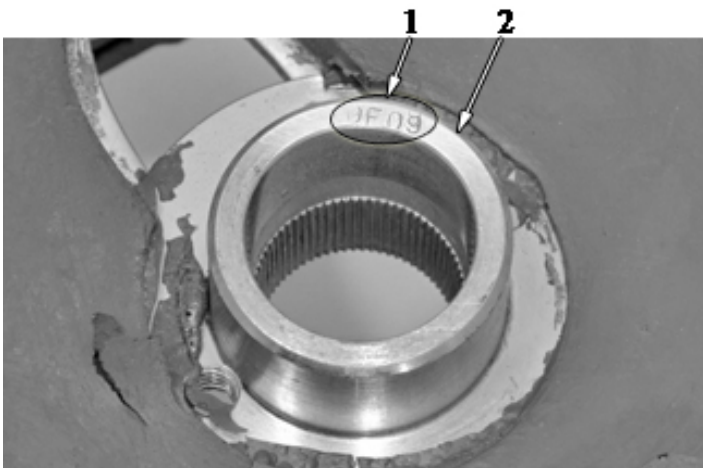
13. Inspect steering wheel for weld bead two present using a flat tip screwdriver to slightly pry up plastic cover. If weld bead two is missing or undersized, obtain new steering wheel and go to step 16. If weld bead two passes inspection, go to step 15 (Figure 7).



**Figure 8** Steering Wheel Inspection  
1. Weld bead three length 15~20 mm

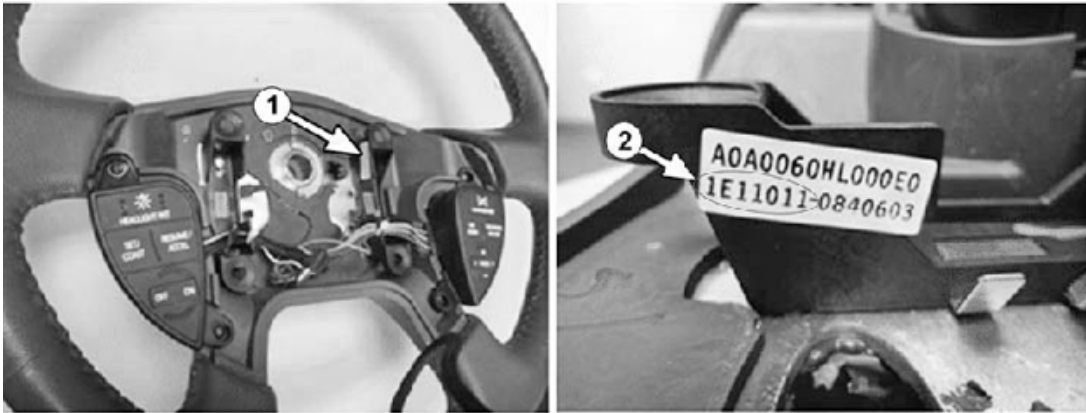
**NOTE: If the steering wheel needs to be replaced, you must create a case file before replacing steering wheel. Fleets should contact their Fleet Service Managers.**

14. Inspect steering wheel for weld bead three present using a flat tip screwdriver to slightly pry up plastic cover. If weld bead three is missing or undersized, obtain new steering wheel. If weld bead three passes inspection, steering wheel is approved for reuse (Figure 8).



**Figure 9** Steering Wheel Hub  
1. Steering wheel code  
2. Steering wheel hub

15. For steering wheel being inspected, record steering wheel code into claim comments (Figure 9).



**Figure 10** Julian Date Code

1. Location of Julian Date Code tag
2. Julian Date Code tag

16. For steering wheel being inspected, record Julian Date Code into claim comments (Figure 10).
  17. Install steering wheel onto steering column shaft. If reusing old steering wheel, align steering wheel reference mark with steering column shaft reference mark. If installing a new steering wheel, align steering wheel straight on steering column shaft.
  18. Install steering wheel retaining nut onto steering column shaft. Torque nut to 63 lb-ft (85 N-m).
  19. Connect steering wheel electrical connector to steering column harness.
  20. Connect horn pad harness connector to horn pad.
- CAUTION: Do not snap all four horn pad retaining posts at same time.**
21. Position horn pad on top of steering wheel and align with four horn pad retaining posts. Using palm of hand, gently tap each of four pad corners starting with lower right, onto lower left, onto upper right and finally upper left.
  22. Remove wheel chocks.

## END OF SERVICE PROCEDURE

## **LABOR INFORMATION**

<b>Operation Number</b>	<b>Description</b>	<b>Time</b>
A40-12529-1	Remove steering wheel, inspect for welds, and install steering wheel	0.5

## **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**

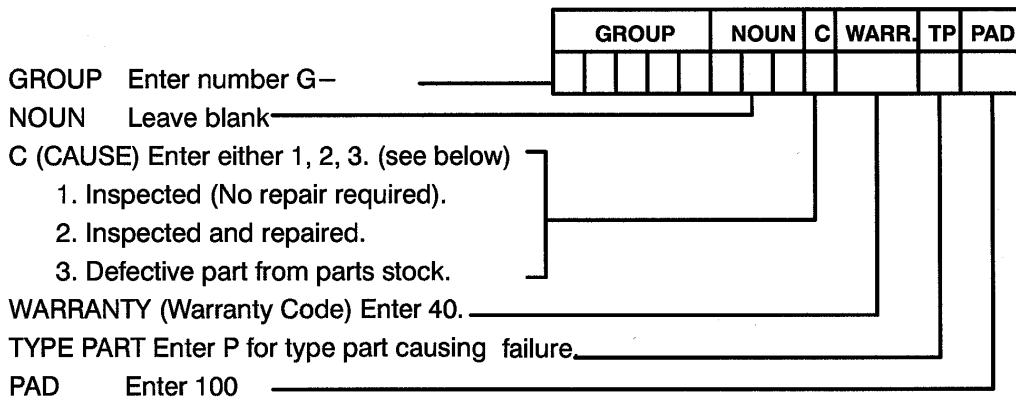
## **ADMINISTRATIVE/DEALER RESPONSIBILITIES**

### **WARRANTY CLAIMS**

Warranty claim expense is to be charged to Warranty. Claims are to be submitted in the normal manner, making reference to Safety Recall 12529-1.

It is important that the coding be completed properly to assist in processing the warranty claim. Complete instructions will be found in the Warranty Policy Manual, Section 7.1.8.

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



## 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**