

# Special Field Notification

# NAVISTAR<sup>®</sup>

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**Date:** October 2013

**Subject File:** Steering

**Subject:** Diagnosis of Noise Originating from Steering System: TerraStar<sup>®</sup> 4 x 2, 4 x 4, and AE Bus

## DESCRIPTION

Some TerraStar<sup>®</sup> vehicles and AE Buses may exhibit a brief noise during execution of a steering maneuver, particularly during recovery from a 90-degree turn or by quickly reversing the direction of the steering wheel. The noise is usually described as “rubbing” or a low frequency vibration.

**NOTE: The indicated noise is a nuisance condition only and does not in any way compromise the performance or safety of the steering system.**

If the noise described above is present during normal vehicle operation, perform the following troubleshooting steps:

1. Inspect steering column and intermediate shaft to verify that there are no signs of rubbing.
2. Check that all power steering lines are properly routed and secured per factory standard.
3. Verify that steering fluid level is within designated range of steering fluid reservoir.
4. Make sure that all intermediate shaft and column joints are properly lubricated per vehicle service manual.

If the noise condition is still present under normal driving conditions, enter a claim via the Navistar iKNow system to obtain a replacement steering gear.

Contact the R.H. Sheppard Co. Field Service Hotline at 1-800-274-7437 if you have any other questions concerning the diagnosis of a steering complaint. Refer to the Sheppard website at [www.rhsheppard.com](http://www.rhsheppard.com) for additional service information and the online service manual.