

Part 573 Safety Recall Report

22V-367

Manufacturer Name : Navistar, Inc.

Submission Date : AUG 05, 2022

NHTSA Recall No. : 22V-367

Manufacturer Recall No. : 22511



Manufacturer Information :

Manufacturer Name : Navistar, Inc.

Address : 2701 Navistar Drive
Lisle IL 60532

Company phone : 331-332-1590

Population :

Number of potentially involved : 4,970

Estimated percentage with defect : 10 %

Vehicle Information :

Vehicle 1 : 2023-2023 IC EV bus

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : HYBRID ELECTRIC

Descriptive Information :

- The suspect population is identified by all bus models built at Navistar's Tulsa bus plant. The inclusive dates of manufacture were determined by selecting beginning date of one week prior to the build date of the first bus to experience steering wheel separation through the date the plant quarantined all units at the plant.
- The vehicles in the suspect population were built within a defined period of time where nuts were found to be under torqued during inspection and all other similar vehicles were built outside of this time period.

There are 68 EV school buses in the suspect population.

Production Dates : NOV 01, 2021 - MAY 17, 2022

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Vehicle 2 : 2022-2023 IC CE

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information :

- The suspect population is identified by all bus models built at Navistar's Tulsa bus plant. The inclusive dates of manufacture were determined by selecting beginning date of one week prior to the build date of the first bus to experience steering wheel separation through the date the plant quarantined all units at the plant.
- The vehicles in the suspect population were built within a defined period of time where nuts were found to be under torqued during inspection and all other similar vehicles were built outside of this time period.

There are 4,902 CE school buses in the suspect population.

Production Dates : NOV 01, 2021 - MAY 17, 2022

VIN Range 1 : Begin :

NR

End : NR

☐ Not sequential

Description of Defect :

Description of the Defect : The steering wheel hub, which helps the steering wheel grip the steering column shaft, may not be machined correctly. This can allow the steering wheel retaining nut to lose its clamping force, which may allow the steering wheel to loosen, and possibly separate from the steering column shaft.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : A steering wheel that loosens or separates from the steering column shaft can increase the risk of a vehicle crash.

Description of the Cause : The steering wheel hub taper ratio and depth did not meet design specifications.

Identification of Any Warning that can Occur : A rattle may be heard under the horn pad and the steering wheel may feel loose to the operator.

Involved Components :

Component Name 1 : Steering wheel retaining nut

Component Description : Nut

Component Part Number : NR

Supplier Identification :**Component Manufacturer**

Name : NR

Address : NR

NR

Country : NR

Chronology :

- 05/03/2022 – Navistar Field Service receives communication from a school district that one of their school buses experienced steering wheel separation while the bus was in operation. No students were on the bus at the time of the incident.
- 05/04/2022 Navistar Quality audits warranty history for this bus. No warranty history reported for loose steering wheel.
- 05/06/2022 – Navistar Manufacturing reviews and verifies DC tools are within torque specification and no other issues found.

- 05/12/2022 – Navistar Quality reports the steering wheel separation to Compliance.
- 05/13/2022 – Navistar Field Service receives communication from a dealer of a second school bus experiencing a loose steering wheel that separated during pre-delivery inspection. The bus was not in operation at the time of the incident.
- 05/17/2022 – Navistar Manufacturing quarantines all buses at the assembly plant.
- 05/19/2022 – Navistar declares a Safety Recall.
- 06/03/2022 – Navistar determines no defect exists in the RE bus because this model uses a different steering column and steering wheel retainer and does not require the remedy repair.
- 06/07/2022 – Navistar removes the RE bus from the recall population.
- 06/09/2022 – Navistar mails cancelation notices to affected RE bus customers.

Description of Remedy :

- Description of Remedy Program :
- Owners of affected vehicles will be asked to park them until they can be repaired by their local dealer. The remedy will involve removal of the steering wheel nut, addition of thread locker, and reinstalling the nut to its correct torque value.
 - 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 assembly adds thread locker to the steering column shaft threads.

Identify How/When Recall Condition was Corrected in Production : 05/17/2022 – Navistar Manufacturing adds torque validation of steering wheel nut, witness mark, and thread locker to steering wheel installation process.

Recall Schedule :

- Description of Recall Schedule :
- Dealers were asked to notify their customers as soon as possible to begin repairing vehicles on 5/20/2022. They were provided with a version of the standard customer letter for distribution if necessary. It is estimated that the NHTSA approved customer notification letter will be mailed by 05/27/2022.

- The dealer notification letter was released to dealers on 05/20/2022.

Planned Dealer Notification Date : MAY 23, 2022 - MAY 23, 2022

Planned Owner Notification Date : MAY 23, 2022 - MAY 27, 2022

* NR - Not Reported