



Navistar, Inc.  
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navistar.com



A NAVISTAR COMPANY

## SAFETY RECALL G-11502

MARCH 2011

Dear INTERNATIONAL® Customer,

This notice is being sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Navistar has decided that a defect which relates to motor vehicle safety exists in certain DuraStar 4300 model trucks built 6/5/08 thru 6/29/10 with feature code 13GSL Eaton transmission.

### **REASON FOR THIS RECALL**

The park pawl in the vehicle's transmission may not engage when the shift lever in the vehicle cab is placed in the "Park" position.

### **RISK TO MOTOR VEHICLE SAFETY**

This condition may allow the vehicle to move unexpectedly and without warning possibly resulting in property damage, personal injury, or death.

### **DEFECT REMEDY**

The repair will involve the installation of a retaining bar on the end of the transmission's idler shaft. Dealers have parts and instructions to repair your vehicle. The repair will be performed free of charge and take approximately 60 minutes to complete.

### **ACTIONS YOU SHOULD TAKE**

Navistar's records indicate that you own a vehicle involved in this recall. The vehicle is identified on the enclosed card.

**If you own this vehicle**, please schedule an appointment with any INTERNATIONAL® dealer to have your vehicle repaired. You can find your nearest dealer by calling 1-800-448-7825 or by using the dealer locator at <http://www.internationaltrucks.com>.

**If you have already paid for repairs that corrected the defect**, you may be eligible for reimbursement of certain repair expenses if they occurred 2/9/10 thru 3/21/11. Present your original repair paperwork and proof of payment to any INTERNATIONAL® dealer and your eligibility will be reviewed. You may also submit a claim using the enclosed Request for Reimbursement card.

**If you are the lessor of this vehicle**, please forward a copy of this notice to the lessee within ten days to comply with federal regulations.

**If you do not own this vehicle**, please fill out and return mail the enclosed card so that you will not be contacted again about this recall.

### **IF YOU NEED FURTHER ASSISTANCE**

If you believe that Navistar has failed to remedy the defect without charge or within a reasonable time, please follow the procedure described in the Owner Assistance Guide section in your Owner's Manual or call toll free 1-800-448-7825.

You may also submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Ave, SE, Washington, DC 20590; or call the toll free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9152); or go to <http://www.safercar.gov>.

Navistar requests your prompt attention and patience regarding the correction of this defect and apologizes for any inconvenience this may cause you.

**Navistar, Inc.**