



Navistar, Inc.
2701 Navistar Drive
Lisle, IL 60532 USA

navistar.com

MAILED

DEC 18 2012



Compliance Dept.

A NAVISTAR COMPANY

NONCOMPLIANCE RECALL G-12528

DECEMBER 2012

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 certain DuraStar® and WorkStar® model trucks built 26 April 2011 thru 19 December 2011 with feature code 16JAJ (SCBA 7 degree passenger seats) fail to conform to the requirements of Federal Motor Vehicle Safety Standard No. 207, "Seating Systems."

REASON FOR THIS RECALL

The front passenger seat may not conform to Federal Motor Vehicle Safety Standard No. 207.

RISK TO MOTOR VEHICLE SAFETY

A seat that does not conform to all requirements of FMVSS 207 may not protect the occupant sufficiently in the event of a crash resulting in possible injury.

DEFECT REMEDY

The repair will involve replacement of the seat rails, anchor plate, and mounting hardware. Dealers have parts and instructions to repair your vehicle. The repair will be performed free of charge and take approximately 45 minutes to complete.

NOTE: To ensure parts availability, please contact your dealer to schedule an appointment for this repair. Doing this will allow your dealer to have the required parts on hand when you arrive and minimize downtime.

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. 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 noncompliance 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: 1-800-424-9153); 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.

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