



Navistar, Inc.
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MAILED

MAY 28 2014

Compliance Dept.



A NAVISTAR COMPANY

**IMPORTANT SAFETY RECALL
NHTSA CAMPAIGN 14V-042 / 13E-068**

MAY 2014

Dear INTERNATIONAL® Customer,

This notice applies to your vehicle identified on the enclosed card and is being sent to you in accordance with the requirements of the National Highway Traffic Safety Administration and the Motor Vehicle Safety Act.

Eaton Corporation has decided that a defect which relates to motor vehicle safety exists in certain 4300 and 7300 model trucks and 3200, CE, and HC commercial bus models built 9 February 2007 thru 21 December 2012 with Eaton Hybrid transmission software version 5500682 or 5500683.

REASON FOR THIS RECALL

The Eaton Hybrid Control Module software may command an increase in engine speed without driver input during downshifts.

RISK TO MOTOR VEHICLE SAFETY

An increase in engine speed may result in unintended acceleration increasing the risk of a crash.

DEFECT REMEDY

The repair will involve recalibration of Eaton Hybrid Control Module software. Eaton Authorized Service Facilities have software and instructions to repair your vehicle. The repair will be performed free of charge and take approximately 45 minutes to complete.

ACTIONS YOU SHOULD TAKE

If you own this vehicle, please schedule an appointment with any Eaton Authorized Service Facility or any International® dealer equipped with Eaton Service Ranger tool and Eaton warranty claim submission capability to have your vehicle repaired. You can find your nearest

Eaton Authorized Service Facility by calling 1-800-386-1911.

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 Eaton Authorized Service Facility and your eligibility will be reviewed.

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 Eaton Corporation has failed to remedy the defect without charge or within a reasonable time, please call toll free 1-800-386-1911.

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

Navistar, Inc.