



Navistar, Inc.
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Lisle, IL 60532 USA

navistar.com

MAILED

JAN 21 2020

Compliance Dept.



A NAVISTAR COMPANY

IMPORTANT SAFETY RECALL 18518

NHTSA RECALL NO. 18V-826

This notice applies to your vehicle identified on the enclosed card.

Dear INTERNATIONAL® Customer,

This notice applies to your vehicle identified on the enclosed card. This notice is 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 2018 and 2019 HV®, HX®, LT®, MV®, RH®, LoneStar®, ProStar®, WorkStar®, and TranStar® model trucks built 04/20/2017 thru 08/13/2018 with feature code 11MHG or 11MGP (Eaton ECA clutch).

REASON FOR THIS RECALL

An internal component within the clutch assembly may fail, which in special circumstances could inhibit clutch disengagement resulting in the transmission to not achieve neutral when commanded by the driver.

RISK TO MOTOR VEHICLE SAFETY

A clutch that does not disengage and allow the transmission to achieve neutral could result in driveline torque to overcome the parking brake and unintended vehicle motion and increase the risk of a vehicle crash.

DEFECT REMEDY

The repair will involve recalibration of the Transmission Control Module (TCM). Dealers 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, repairs can be completed yourself if you have the Eaton Service Ranger Diagnostic Tool and work through Eaton for payment or 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 prior to this notice that corrected the defect, you may be eligible for reimbursement of certain repair expenses if they occurred 11/20/2017 thru 02/01/2020. 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: 1-800-424-9153); 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.

Navistar, Inc.