



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

navistar.com

MAILED

NOV 14 2019



Compliance Dept.

A NAVISTAR COMPANY

**IMPORTANT SAFETY RECALL 19508
NHTSA RECALL NO. 19V-372**

NOVEMBER 2019

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 2019 CV® series trucks built 01/11/2018 thru 07/23/2019 with feature code 12XBL (Engine Block Heater Option).

REASON FOR THIS RECALL

A short-circuit condition may develop in the block heater at the terminals that connect the cable to the block heater.

RISK TO MOTOR VEHICLE SAFETY

A short-circuit condition can cause damage to engine components and, in rare cases, start a fire in the engine compartment.

DEFECT REMEDY

The repair will involve replacement of the engine block heater. Dealers have parts and instructions to repair your vehicle. The repair will be performed free of charge and take approximately 1 hour and 15 minutes to complete.

ACTIONS YOU SHOULD TAKE

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 prior to this notice that corrected the defect, you may be eligible for

reimbursement of certain repair expenses if they occurred 05/15/2019 thru 11/24/2019. 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.

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