



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

navistar.com

MAILED

MAY 01 2020

Compliance Dept.



A NAVISTAR COMPANY

**IMPORTANT SAFETY RECALL 20503  
NHTSA RECALL NO. 20V-229**

**MAY 2020**

**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 HV® series trucks built 09/07/2018 thru 12/18/2018 and certain 2019 WorkStar® model trucks built 05/09/2018 thru 12/17/2018 with Feature Code 02GAE (Meritor MX-14-120 EVO steer axle).

**REASON FOR THIS RECALL**

The steer axle hubs may not have lubricant filled to the proper level at time of assembly which may result in wheel bearing damage and in extreme instances, separation of the wheel from the front axle.

**RISK TO MOTOR VEHICLE SAFETY**

Possible wheel separation from the front axle can increase the risk of a vehicle crash.

**DEFECT REMEDY**

The remedy will involve inspecting the steer axle wheel hubs for proper fluid level and repair any wheel end components and spindle found with damage. Dealers have parts and instructions to repair your vehicle. The repair will be performed free of charge and take approximately 45 minutes to 4 hours 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 04/24/2019 thru 05/10/2020. 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.**