



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

navistar.com

MAILED

OCT 03 2020



A NAVISTAR COMPANY

Compliance Dept.

**IMPORTANT SAFETY RECALL 20507  
NHTSA RECALL NO. 20V-494**

**OCTOBER 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 2020 and 2021 HX® series trucks built 11/26/2019 thru 05/27/2020 with feature code 14WNM or 14WNY (Axle; lift type 20,000 lb. capacity self-steer axle).

**REASON FOR THIS RECALL**

The bolts that attach the trailing arm to the steerable auxiliary lift axle may not be long enough to engage the locking feature of the corresponding nuts and may result in fracture or loss of the bolt.

**RISK TO MOTOR VEHICLE SAFETY**

The loss or fracture of the bolt can result in foreign object debris on the roadway and increase the risk of a vehicle crash and / or injury.

**DEFECT REMEDY**

The repair will involve replacement of the mounting bolts that connect the trailing arms to the steerable auxiliary lift axle. Dealers have parts and instructions to repair your vehicle. The repair will be performed free of charge and take approximately 1 hour and 45 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 08/13/2019 thru 10/19/2020. 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.**