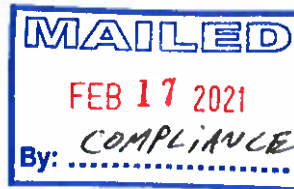




Navistar, Inc.  
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navistar.com



A NAVISTAR COMPANY

## IMPORTANT SAFETY RECALL 20510 NHTSA RECALL NO. 20V-810

**FEBRUARY 2021**

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 HV® series trucks built 05/01/2019 thru 11/09/2020, 2019 thru 2021 MV® series trucks built 12/04/2017 thru 11/12/2020, 2014 thru 2020 DuraStar® models built 10/08/2013 thru 08/16/2019, and 2015 thru 2018 WorkStar® models built 12/15/2014 thru 04/05/2017 with feature code 12VXT (Engine Speed Control; Electronic, Stationary, Variable Speed) or 12VXU (Engine Speed Control for PTO; Electronic, Stationary Pre-Set, Two Speed Settings).

### **REASON FOR THIS RECALL**

On certain trucks equipped with an automatic transmission, if the automatic transmission is still in drive or reverse position and the stationary PTO switch is engaged, the engine RPM will ramp up and may overcome parking brake hold capability resulting in possible vehicle movement.

### **RISK TO MOTOR VEHICLE SAFETY**

Unexpected movement of the truck from the park position can increase the risk of property damage or personal injury.

### **DEFECT REMEDY**

The repair will involve updating the parameters in the Engine Control Module that enables the PTO neutral interlock. Authorized repair locations 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 contact any INTERNATIONAL® dealer or a Love's Truck Tire Care or Speedco® location to have your vehicle repaired at no cost to you. You can find your nearest service location by calling 1-800-448-7825 or by using the

service locator at <http://www.internationaltrucks.com> or <https://www.loves.com>.

\*Love's and Speedco locations in Texas cannot perform warranty services.

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 11/21/2018 thru 01/20/2019. 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.

**Navistar, Inc.**