

Part 573 Safety Recall Report

23V-170

Manufacturer Name : Navistar, Inc.

Submission Date : JUL 15, 2024

NHTSA Recall No. : 23V-170

Manufacturer Recall No. : 23507



Manufacturer Information :

Manufacturer Name : Navistar, Inc.

Address : 2701 Navistar Drive

Lisle IL 60532

Company phone : 331-332-1590

Population :

Number of potentially involved : 5,769

Estimated percentage with defect : 100 %

Vehicle Information :

Vehicle 1 : 2020-2024 International HX

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information :

- The suspect population is identified by the models of the vehicle, HX520 and HX620.
- The inclusive dates of manufacture were determined by when there was a design change to the grille surround.
- The vehicles in the suspect population were built with a steel grille surround; all other models use a non-metallic grille surround.

There are 5769 HX series trucks in the suspect population.

Production Dates : MAR 13, 2019 - FEB 28, 2023

VIN Range 1 : Begin :

NR

End : NR

Not sequential

Description of Defect :

Description of the Defect : The grille surround is attached to eight (8) mounting brackets by a bonding material. Over time, corrosion can develop between the two dissimilar metal components and cause the bonding material to lose adhesion, resulting in the grille surround coming loose one bracket at a time and could cause the grille surround to separate from the truck.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : A grille surround that separates from the vehicle and falls to the roadway while the vehicle is in operation, can increase the risk of a vehicle crash that may result in property damage, personal injury or death. To date, there have been no reported crashes for this issue.

Description of the Cause : Insufficient plating in the area where the eight (8) mounting brackets are

Identification of Any Warning that can Occur : attached to the grille surround results in a small area of bare steel susceptible to corrosion over time. Driver would hear the grille surround rattling when the vehicle is in operation and should notice that grille surround is not flush against the hood during a pre-trip walk around inspection.

Involved Components :

Component Name 1 : Grille Surround

Component Description : Surround Assembly

Component Part Number : International P/N 4059254C95 and 4160590C93

Supplier Identification :

Component Manufacturer

Name : Lincoln Industries

Address : 600 West E Street
Lincoln Nebraska 68522

Country : United States

Chronology :

- 01/15/2023 – Navistar Engineering received communication of this issue from Service Engineering.
- 01/15/2013 – Navistar Engineering initiates an investigation into grille surround supplier.
- 01/26/2023 – Navistar Engineering and supplier reviews the validation results from when the attachment methods of the mounting brackets to the surround changed from spot welding to adhesive.
- 02/13/2023 – An analysis of a loose grille surround was completed and determined to have insufficient plating of all eight mounting brackets.
- 02/14/2023 – Navistar Engineering and Product Compliance meet to review the issue and determine the possible vehicle level impact to the HX series trucks.
- 2/24/2023 – Navistar finishes a study of warranty claims to determine how widespread this issue may be. Seven warranty claims received on 05/26/2021, 12/20/2021, 02/24/2022, 05/27/2022, 08/19/2022, 09/29/2022/ and 02/01/2023 were found to have concerns, there are no Field Reports, Customer Complaints or death/injury claims found for this issue. For additional warranty details, refer to chart at end of chronology.
- 03/08/2023 – Engineering and Product Compliance finalize the suspect population.
- 03/09/2023 – Navistar declares a Safety Recall.
- 03/24/2023 – Navistar removes vehicles quarantined at the plants from the suspect population.

Warranty Claim Summary

VINS	Vehicle Prod Date	Warranty Claim Date
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LN305983	05/07/2019	05/26/2021
LN146563	09/03/2019	12/20/2021
MN632819	09/08/2020	02/24/2022
LN317203	06/24/2019	05/27/2022
NN303289	11/17/2021	08/19/2022
NN609502	03/09/2021	09/29/2022
MN548866	01/30/2020	02/01/2023

Description of Remedy :

- Description of Remedy Program :
- The remedy will involve replacing grille surround on 5,769 units plus those that will be built prior to containment.
 - Navistar’s plan for reimbursement of pre-notification remedies, on file with NHTSA and dated 05/06/2022, applies and reimbursement instructions will be included in the customer notification.
 - An Interim notice will be mailed to affected customers instructing them to periodically inspect their grille surround and repair if necessary.

How Remedy Component Differs from Recalled Component : The remedy grille surround will be assembled using a new process to attach the brackets.

Identify How/When Recall Condition was Corrected in Production : 03/15/2023 – Navistar contains the issue in manufacturing by issuing a stop ship order.

Recall Schedule :

Description of Recall Schedule : Dealers and Customers have all been notified of the completion of the final remedy.
 Interim Notices were sent to Owners 5/12/2023.
 Final Remedy for HX 615/620 Owners sent 11/21/2023
 Final Remedy for HX 520 Owners sent 7/15/2024
 Final remedy notification is now complete.

Planned Dealer Notification Date : NOV 21, 2023 - JUL 15, 2024

Planned Owner Notification Date : NOV 21, 2023 - JUL 15, 2024

* NR - Not Reported