



Navistar, Inc.  
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navistar.com



A NAVISTAR COMPANY

**IMPORTANT SAFETY RECALL 23504  
NHTSA RECALL NO. 23V-120**

**APRIL 2023**

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 2022 thru 2024 HV® and MV® series trucks built 01/08/2021 thru 02/10/2023; 2022 and 2023 TC commercial buses built 03/30/2021 thru 06/10/2022 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).

to you. You can find your nearest service location by using the service locator at <https://www.internationaltrucks.com/dealer-locator> or by calling 1-800-448-7825 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 02/23/2022 thru 05/04/2023. 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.**

**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 variable engine speed control or stationary PTO switch is engaged, the engine RPM will ramp up and may overcome parking brake hold capability resulting in possible unexpected vehicle movement.

**RISK TO MOTOR VEHICLE SAFETY**

Unexpected movement of the truck 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**