



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

navistar.com



A NAVISTAR COMPANY

IMPORTANT SAFETY RECALL 23505 NHTSA RECALL NO. 23V-153

MAY 2023

This notice applies to your vehicle identified on the enclosed card.

Dear INTERNATIONAL® Customer,

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 2023 HV® series trucks built 04/29/2022 thru 12/07/2022 and 2023 and 2024 MV® series trucks built 02/24/2022 thru 01/18/2023 with feature code 14VAD, 14VAG, or 14VAH (Suspension, rear, single with vari-rate springs).

REASON FOR THIS RECALL

The rear axle spring wedge shim may have been installed incorrectly oriented (180-degrees). An incorrectly oriented axle spring wedge shim can result in driveline angles out of specification and can cause premature wear and eventual failure of a U-joint, which could result in drive shaft separation from the vehicle.

RISK TO MOTOR VEHICLE SAFETY

U-joint failure resulting in drive shaft separation from the vehicle can increase the risk of a vehicle crash that may result in property damage, personal injury, or death.

DEFECT REMEDY

The repair will involve correctly orienting the rear axle wedge shim on both the left and right side of the rear axle spring suspension. Authorized repair locations have parts and instructions to repair your vehicle. The repair will be performed free of charge and take approximately 2 hours and 30 minutes to complete.

ACTIONS YOU SHOULD TAKE

If you own this vehicle, please schedule an appointment with any Authorized repair center to have your vehicle repaired. You can find your nearest dealer by using the dealer locator at <https://www.internationaltrucks.com/dealer-locator> or by

calling 1-800-448-7825 or find the nearest Love's center at <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 03/08/2022 thru 05/14/2023. 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.