



Navistar, Inc.
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A NAVISTAR COMPANY

**IMPORTANT SAFETY RECALL 23507
NHTSA RECALL NO. 23V-170**

NOVEMBER 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 2020 thru 2024 HX® series trucks built 03/13/2019 thru 02/28/2023.

REASON FOR THIS RECALL

Over time, the grille surround may become loose from the eight (8) mounting brackets that secure the grille surround to the hood and could eventually cause the grille surround to separate from the truck.

RISK TO MOTOR VEHICLE SAFETY

A grille surround that separates from the truck while in operation can increase the risk of a vehicle crash that may result in personal injury or property damage.

DEFECT REMEDY

The repair will involve installing a new grille surround with an updated mounting bracket design. Parts are available to repair HX615® and HX620® vehicles at this time. Authorized repair locations have these parts and instructions to repair your vehicle. The repair will be performed free of charge and take approximately 45 minutes to complete.

Parts are only available to repair HX615® and HX620® vehicles.

ACTIONS YOU SHOULD TAKE

If you own this vehicle, please schedule an appointment with any Authorized repair center to have your vehicle repaired at no cost to you. 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 this defect, you may be eligible for reimbursement of certain repair expenses if they occurred 03/16/2023 thru 12/02/2023. 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.

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