



Navistar, Inc.  
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A NAVISTAR COMPANY

## IMPORTANT SAFETY RECALL 23510 NHTSA RECALL NO. 23V-248

JUNE 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 2017 thru 2020 DuraStar and WorkStar® model trucks built 01/19/2016 thru 12/20/2019, 2016 and 2017 TranStar® model trucks built 12/14/2015 thru 04/12/2016, 2017 thru 2019 ProStar® model trucks built 01/13/2016 thru 03/02/2018, 2018 and 2019 LoneStar series trucks built 07/13/2017 thru 02/08/2018, and 2018 and 2019 HC commercial buses built on 08/07/2017 thru 10/25/2018.

### **REASON FOR THIS RECALL**

The Heating, Ventilating, and Air Conditioning (HVAC) system blower motor circuit may have been built with a wire terminal that does not meet the electrical current requirements for the blower motor circuit. This can cause overheating that may melt the plastic material of the fuse block for the HVAC circuit and subsequent damage of the surrounding area of the Power Distribution Module (PDM) and/or dash panels.

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

A wire terminal that overheats may increase the risk of a fire that could result in property damage to the vehicle and/or personal injury or death to the vehicle operator.

### **DEFECT REMEDY**

The remedy will involve replacing the blower motor wiring terminal with correct terminal pigtail that meets the current load requirement and all fuse blocks and/or dash panels found with thermal damage. Dealers have parts and instructions to repair your vehicle. The repair will be performed free of charge and take approximately 45 minutes to 1 hour and 45 minutes to complete.

### **ACTIONS YOU SHOULD TAKE**

If you own this vehicle, please schedule an appointment with any International® dealer 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.

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 04/06/2022 thru 06/15/2023. 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.**