



Navistar, Inc.
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navistar.com



A NAVISTAR COMPANY

IMPORTANT SAFETY RECALL 23503

RECALL REMINDER – 2nd NOTICE

NHTSA RECALL NO. 23V-119

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

OCTOBER 2024

Dear INTERNATIONAL® Customer,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

This is a safety recall **follow-up** notification to the initial notice mailed in April 2023. Navistar's records indicate the vehicle identified on the enclosed Authorization for Recall Service card has not been repaired. If it has been repaired, please fill out and return mail the card so you will not be contacted again about this recall.

Navistar has decided that a defect which relates to motor vehicle safety exists in certain 2018 thru 2021 HV® series trucks built 03/30/2017 thru 12/23/2020, 2019 thru 2022 MV® series trucks built 10/06/2017 thru 01/08/2021, 2019 thru 2021 RH® series trucks built 07/21/2018 thru 02/14/2020, and 2022 HX® series trucks built on 11/07/2020 with feature code 13WEH, 13WUA or 13AAZ (Allison Auto Neutral).

REASON FOR THIS RECALL

The BCM software does not consider the absolute state of the park brake in the auto neutral feature resulting in the engine ramp-up during PTO operation to overcome the park brake and possibly result in unexpected vehicle movement.

RISK TO MOTOR VEHICLE SAFETY

A vehicle that unexpectedly moves can increase the risk of a crash or injury.

DEFECT REMEDY

The remedy will involve updating the BCM software to the most current revision. 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 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 and Louisiana 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 04/15/2023. 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 noncompliance 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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