



Navistar, Inc.
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A NAVISTAR COMPANY

IMPORTANT SAFETY RECALL 23510

RECALL REMINDER – 2nd NOTICE

NHTSA RECALL NO. 23V-248

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 June 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 2017 thru 2020 DuraStar series trucks built 11/28/2016 thru 12/19/2019, 2017 thru 2020 WorkStar® series trucks built 01/19/2016 thru 12/04/2019, 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 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 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 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.