



Navistar, Inc.
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navistar.com



A NAVISTAR COMPANY

IMPORTANT SAFETY RECALL 24505

NHTSA RECALL NO. 24V-164

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

Dear INTERNATIONAL® Customer,

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

Navistar has decided that a defect which relates to motor vehicle safety exists in certain 2025 International® HV® series trucks built 01/03/2024 thru 01/15/2024, HX® series trucks built 01/03/2024 thru 01/11/2024, LT® series trucks built 01/04/2024 thru 01/18/2024 and MV® series trucks built 01/03/2024 thru 01/18/2024, with R. H. Sheppard HD94P, HD94S, and M100P steering gears.

REASON FOR THIS RECALL

Heat treating of the steering gear sector shafts may have not been properly performed and do not meet the required hardness. Sector shaft gear teeth with lower than required hardness may prematurely wear, crack, or fracture.

RISK TO MOTOR VEHICLE SAFETY

A fractured gear tooth may interfere with the gear mechanism leading to non-smooth steering effort or binding. A steering gear that binds increases the risk of a crash.

DEFECT REMEDY

The remedy will involve replacing any steering gear found with a suspect serial number. Authorized repair centers have parts and instructions to repair your vehicle. The repair will be performed free of charge and take approximately 30 minutes to 1 hour 30 minutes to complete.

ACTIONS YOU SHOULD TAKE

If you own this vehicle, please contact any INTERNATIONAL® dealer or a Love's Truck Tire Care or Speedco* location to have your vehicle repaired at no cost to you. You can find your nearest service location by calling 1-800-448-7825 or by using the service locator at <http://www.internationaltrucks.com> or <https://www.loves.com>.

SEPTEMBER 2024

*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 01/03/2024 thru 09/30/2024. 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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