



Navistar, Inc.
2701 Navistar Drive
Lisle, IL 60532 USA

navistar.com



A NAVISTAR COMPANY

CSC-10058333-3468

FIELD SERVICE CAMPAIGN 15503

Dear INTERNATIONAL® Customer,

Navistar has decided to perform a field service campaign on certain DuraStar® and WorkStar® model chassis intended for emergency vehicle operations built 10 March 2010 thru 12 February 2015 with MaxxForce® DT engines.

REASON FOR THIS CAMPAIGN

To prevent the possibility of engine derate or eventual shut down due to lack of performing exhaust system regeneration as a result of extensive idling typical of emergency vehicles.

CAMPAIGN INITIATIVE

This will involve recalibration of the ECM. Dealers 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

Navistar's records indicate that you own a vehicle involved in this recall. The vehicle is identified on the enclosed card.

To ensure your full protection under the emission warranty on your engine by Federal law, and your right to participate in future recalls, we recommended you have your engine serviced as soon as possible. We may consider you're not servicing it to be improper maintenance. The engine, if not repaired, may fail an emission inspection test if state or local law requires one.

If you own this vehicle, please schedule an appointment with any INTERNATIONAL® dealer to have your vehicle repaired at no cost to you. Scheduling an appointment in advance will ensure that a mechanic and necessary materials are available. You can find your nearest dealer by calling 1-800-448-7825 or by using the dealer locator at <http://www.internationaltrucks.com>.

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 without charge within a reasonable time or you experience any difficulty obtaining repairs, please follow the procedure described in the Owner Assistance Guide section in your Owner's Manual or call toll free 1-800-448-7825.

Navistar requests your prompt attention and patience regarding the correction of this defect and apologizes for any inconvenience this may cause you.

Navistar, Inc.

REQUEST FOR REIMBURSEMENT

Safety (or Noncompliance) Recall _____ *

Name _____ () Daytime Phone Number _____

Current Address _____

City _____ State _____ Zip _____

Vehicle Identification Number _____ Mileage at time of repair _____ \$ _____ Total amount requested.

Name of Facility that performed the repair. _____

*The Recall Number is located in the upper right hand corner of the customer letter you received announcing the recall. It is also on the Authorization For Recall Service card as "Campaign No."

The following documentation must accompany this request:

1. The original invoice or repair order itemizing the repairs, and the dollar amount for each repair.
 2. Proof of payment, such as cancelled check, copy of money order, etc...
 3. A tax id # for reimbursement checks
- Mail this request and the above documentation to:

Navistar Claim Reimbursement Department
Attn Warranty
2701 Navistar Drive
Lisle IL 60532