



Customer Outreach
PO Box 8338
Saint Joseph, MO 64508

product.safety@altec.com
connect.altec.com/login

Phone 1-877-GO ALTEC
Facsimile 1-877-659-9929

IMPORTANT SAFETY RECALL

This notice applies to your vehicle. Refer to the provided list.

NHTSA Safety, FMVSS Compliance, or Emissions Recall

Dear Altec Owner,

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

Altec Industries, Inc. has received notification from an Original Equipment Manufacturer (OEM) that a condition exists relating to motor vehicle safety, compliance, or emissions in a vehicle you possess that is equipped with Altec equipment.

Refer to the attached documentation that follows this letter. If you have additional questions, please contact your Altec Account Manager. You may also contact the OEM using the contact information provided in the attached recall notice.

For US owners: after contacting the OEM according to the attached notice, if you are still not able to have the safety condition remedied within a reasonable time, you may write to: Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue SE, Washington, DC 20590 or call 1-888-327-4236 (TTY: 1-800-424-9153) or go to <http://www.safercar.gov>.

If you had this repair performed before you received this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall.

If you have sold or retired the unit, update the records through Altec Connect. If you have leased this equipment to another person or company, you are required by Federal Law to forward a copy of this notice to the lessee by first class mail within ten (10) days of the receipt of this notice.

We appreciate your assistance in following this action in the interest of your safety and continued satisfaction with Altec products.

Thank you for your immediate attention on this important matter.



COMPONENT/SUPPLIER RECALL CSR 531

International 19518 — PTO Neutral Interlock (2019V-841)

Units Affected: Certain 2018 and 2019 DuraStar and WorkStar model trucks and certain 2019 and 2020 HV and MV series trucks built from January 12, 2017 through September 24, 2019 with feature code 12VXT (Engine Speed Control; Electronic, Stationary, Variable Speed) or 12VXU (Engine Speed Control for PTO; Electronic, Stationary Pre-Set, Two Speed Settings). Verify your unit is affected by reviewing the attached list or accessing Altec Connect.

Background: Altec is committed to providing our customers reliable products from initial delivery throughout the useful life of the machine.

Navistar has decided that a defect which relates to motor vehicle safety exists in your vehicle with the VIN shown in the attached list.

Customer Action: Contact your International dealer to schedule a service date to perform the work. Refer to the included communication from International for additional information.

Requirements: Altec is not able to perform this repair. The work must be completed by an authorized International Servicing Dealer.

Completion and Warranty: This repair is not covered under the Altec Warranty Policy.

Altec Contact Info:

Altec Connect: connect.altec.com/login



Phone: 1-877-GOALTEC (1-877-462-5832) | Options: 1 - Parts; 2 - Shop Service; 3 - Mobile Service; 4 - Technical Support; 5 - Global Rental Service Request; 6 - Chassis Repair

| Altec Use Only | |
|------------------|--------------|
| Inspection labor | 0 hr |
| Repair labor | 0 hr |
| Account # | NA |
| Travel | Not included |
| NHTSA code | NA |
| Prime fail P/N | NA |
| Doc ref | NA |

| Altec Use Only | | | |
|----------------|----------|-----|----------|
| Description | Part No. | Qty | Warranty |
| NA | NA | NA | NA |



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

navistar.com



A NAVISTAR COMPANY

IMPORTANT SAFETY RECALL 19518 2ND NOTICE

NHTSA RECALL NO. 2019V-841

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

Dear INTERNATIONAL® Customer,

This notice applies to your vehicle identified on the enclosed card. This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

This is a safety recall follow-up notification to the initial notice mailed in January 2020 or June 2021.

Navistar has decided that a defect which relates to motor vehicle safety exists in certain 2018 and 2019 DuraStar® and WorkStar® model trucks and certain 2019 and 2020 HV® and MV® series trucks built 01/12/2017 thru 09/24/2019 with feature code 12VXT (Engine Speed Control; Electronic, Stationary, Variable Speed) or 12VXU (Engine Speed Control for PTO; Electronic, Stationary Pre-Set, Two Speed Settings).

REASON FOR THIS RECALL

On certain trucks equipped with an automatic transmission, if the automatic transmission is still in drive or reverse position and the stationary PTO switch is engaged, the engine RPM will ramp up and may overcome parking brake hold capability resulting in possible vehicle movement.

RISK TO MOTOR VEHICLE SAFETY

Unexpected movement of the truck can increase the risk of a crash resulting in property damage or personal injury.

DEFECT REMEDY

The repair will involve updating the parameters in the Engine Control Module that enables the PTO neutral interlock. 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 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>.

*Love's and Speedco locations in Texas 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 11/21/2018 thru 01/20/2019. 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.

JANUARY 2022