



Customer Outreach  
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Phone 1-877-GO ALTEC  
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## **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-3050-A

## Hex Flange Lock Nuts (Navistar 22524 — NHTSA 22V-869)

**Units Affected:** Certain 2021 through 2023 model year International WorkStar, CV, eMV, HV, HX, LoneStar, LTMV, and RH vehicles built January 18, 2022 through August 16, 2022 and 2023 IC 1300FBC, CE, FE, RE, SFC, and TC transit buses built January 18, 2022 through August 16, 2022. Verify your vehicle 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 determined a defect that relates to motor vehicle safety exists in the list of affected vehicles.

Refer to the included communication from Navistar for more information.

**Customer Action:** Follow the guidance in the included communication from Navistar.

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

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

**Altec Contact Info:**

Altec Connect: [connect.altec.com/login](https://connect.altec.com/login)



Phone: 1-877-GO ALTEC (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	0.0 hr
Repair labor	0.0 hr
Account #	NA
Travel	Not included
NHTSA code	90
Prime fail P/N	NA
Doc ref	NA

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



## IMPORTANT SAFETY RECALL 22524 NHTSA RECALL NO. 22V-869

JANUARY 2023

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

Dear INTERNATIONAL® Customer,

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

Navistar has decided that a defect which relates to motor vehicle safety exists in certain 2021 thru 2023 International WorkStar, CV, eMV, HV, HX, LoneStar, LTMV, and RH series trucks built 01/18/2022 thru 08/16/2022 and certain 2023 IC 1300FBC, CE, FE, RE, SFC, and TC transit buses built 01/18/2022 thru 08/16/2022.

### **REASON FOR THIS RECALL**

A specific hex flange lock nut used in several, but not all, steering and/or suspension locations may have not been properly formed and heat treated to Navistar's specifications and can result in a loss of joint tension as the vehicle ages.

### **RISK TO MOTOR VEHICLE SAFETY**

A loss of joint tension in these joints may affect vehicle handling and could contribute to a vehicle crash.

### **DEFECT REMEDY**

The repair will involve replacement of the hex flange lock nuts on the affected joints on your vehicle. 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 45 minutes complete.

### **ACTIONS YOU SHOULD TAKE**

If you own this vehicle, please schedule an appointment with any INTERNATIONAL® dealer to have your vehicle repaired. 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.

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 11/23/2021 thru 01/30/2023. 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 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.**