



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-3094-A

Heating, Ventilating, and Air Conditioning (HVAC) Blower Motor Circuit (Navistar 23510 — NHTSA 23V-248)

Units Affected: Certain 2017 through 2020 DuraStar and WorkStar series trucks built from January 19, 2016 through December 20, 2019; certain 2016 through 2017 TranStar series trucks built from December 14, 2015 through April 12, 2016; certain 2017 through 2019 ProStar series trucks built from January 13, 2016 through March 02, 2018; certain 2018 and 2019 LoneStar series trucks built from July 13, 2017 through February 08, 2018; and certain 2018 through 2019 HC commercial buses built from August 07, 2017 through October 25, 2018. 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, Inc. has decided a defect which relates to motor vehicle safety exists in your vehicle with the VIN shown in the attached list.

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



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	-	-	No



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

navistar.com



A NAVISTAR COMPANY

IMPORTANT SAFETY RECALL 23510

NHTSA RECALL NO. 23V-248

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 2017 thru 2020 DuraStar and WorkStar® model trucks built 01/19/2016 thru 12/20/2019, 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 International® dealer to have your vehicle repaired. You can find your nearest dealer by using the dealer locator at

JUNE 2023

<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 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 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.