

Customer Notification



Corporate Compliance
Po Box 30
MIDDLEBURY, INDIANA 46540-9218

FR ID: 05-1694
NAVISTAR RECALL: 23V397

- o *Integrity*
- o *Safety*
- o *Quality*
- o *Customer Service*

<<OWNER NAME/DEALERNAME>>
<<ADDRESS>>
<<CITY>>, <<ST>> <<ZIP-XXX>>

August 2024

This Notice applies to your vehicle VIN listed above.

Dear Forest River Customer:

Forest River Bus, LLC is alerting you to a Navistar Recall 23V397 involving one single 2019, 2021-2023 Starcraft Allstar XL, and 2023 Eldorado National Advantage Transit Buses. Please see the information below which describes the issue and provides you with details on the steps you should take to have your vehicle repaired.

WHAT IS THE ISSUE?

The brake pressure switch may allow the brake fluid to seep past the diaphragm seal into the brake pressure switch electrical connector and associate fuse which can short the switch and/or fuse. A shorted switch or fuse may cause the circuit to generate excessive heat which can result in an increased risk of fire.

OWNERS AND DEALERS: WHAT SHOULD YOU DO?

Please review and follow the notice that accompanies this letter.

Sincerely,

Forest River Bus, LLC.
Office of Corporate Compliance



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

navistar.com



A NAVISTAR COMPANY

IMPORTANT SAFETY RECALL 23517

NHTSA RECALL NO. 23V-397

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 on certain 2018 thru 2020 FBC1300 stripped chassis built 11/29/2017 thru 08/09/2019, 2023 and 2024 FBC1300 stripped chassis built 03/04/2022 thru 05/19/2023, 2016 DuraStar model trucks built 01/07/2015 thru 01/29/2015, 2018 thru 2020 DuraStar model trucks built 08/16/2017 thru 01/21/2019, 2019 thru 2024 MV series trucks built 08/16/2017 thru 01/21/2019, IC Bus 2019 thru 2022 CE commercial buses built 11/26/2018 thru 01/05/2022, and 2019 thru 2024 TC commercial buses built 05/24/2018 thru 05/15/2023 with feature code 04100 (Brake system, hydraulic).

REASON FOR THIS RECALL

The brake pressure switch may allow brake fluid to seep past the diaphragm seal into the brake pressure switch electrical connector and associated fuse which can short the switch and/or fuse.

RISK TO MOTOR VEHICLE SAFETY

A shorted switch or fuse may cause the circuit to generate excessive heat which can result in an increased risk of a fire.

DEFECT REMEDY

The repair will involve replacing the brake pressure switch assembly and any wire harness found with brake fluid at the brake pressure switch connector or the associated fuse. 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 15 minutes to complete.

SEPTEMBER 2023

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 06/02/2022 thru 10/11/2023. **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.