



Navistar, Inc.
2701 Navistar Drive
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Compliance Manager

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October 3, 2018

Ms. Jennifer Cimian
Chief of Recall Management Division
National Highway Traffic Safety Administration
1200 New Jersey Avenue, SE
Washington D.C. 20590

Subject: Plan for Reimbursement of Pre-Notification Remedies

Dear Mr. Person,

Pursuant to Part 573.6(c)(8)(i), Navistar's plan to reimburse owners for costs incurred for remedies made in advance of our notification of safety-related defects or noncompliance with Federal motor vehicle safety standards ("FMVSS") is as follows.

(1) PERIOD OF REIMBURSEMENT [Part 573.13(c)]

- Beginning Date:
 - For a noncompliance with FMVSS, the beginning date will be the date of the first test or observation by either NHTSA or Navistar that a noncompliance may exist.
 - For a safety related defect determined by an Engineering Analysis ("EA"), the beginning date will be the date the EA was opened or one year before Navistar's notification to NHTSA, whichever is earlier.
 - For a safety related defect without an EA, the beginning date will be one year prior to Navistar's notification to NHTSA.
- Ending Date:
 - The ending date will be 10 days after the last customer original notification was mailed.

(2) REIMBURSEMENT OF COSTS [Part 573.13(d)]

- Reimbursement Approval. Reimbursement will be approved for parts, labor, and certain miscellaneous charges if the following guidelines are met.
 - The build date of the vehicle must fall within the build date range of the recall population.
 - The repair date is within the period of reimbursement stated in the customer letter.
 - An original invoice and proof of customer payment was provided.

- The repairs detailed on the invoice address the defect or noncompliance and are similar to the recall remedy.
- Reimbursement Denial. Reimbursement will be denied only under the following conditions.
 - The costs incurred were within the normal or extended warranty period.
 - The repair was not the same or similar to the recall remedy.
 - The repair did not address the defect or noncompliance that led to the recall.
 - The repair was not reasonably necessary to correct the defect or noncompliance.

(3) AMOUNT OF REIMBURSEMENT COSTS [PART 573.13(e)]

- The amount of reimbursement will be based on the amount paid by the customer for the remedy and/or the cost of parts for remedy, plus applicable labor. Costs for parts will be limited to our retail price for authorized parts. Any taxes or costs for disposal of wastes will be included in the reimbursement.

(4) ADDRESS FOR REIMBURSEMENT CLAIMS [573.13(f)]

- Reimbursement claims may be submitted directly to any Navistar brand dealer, as applicable; or mailed to

Navistar Claim Reimbursement Department
Attention Warranty
2701 Navistar Drive
Lisle, IL 60532

(5) ACTION ON REIMBURSEMENT CLAIMS [573.13(g)]

- Navistar will act on all claims as follows.
 - The customer will be reimbursed on approved claims within 60 days of receipt of the claim.
 - If a claim is denied, a notice will be sent to the customer within 60 days stating in a clear, concise manner the reason for the denial
 - If a claim is incomplete when submitted, the customer will be advised within 60 days of receipt of the claim of the documentation needed and offered and opportunity to resubmit the claim with complete documentation.

(6) METHOD OF REIMBURSEMENT [573.13(h)]

- Reimbursement shall be by check from either Navistar or its dealers.

(7) REIMBURSEMENT NOTIFICATION [577.11]

- If any vehicles in the recall fall outside the Navistar warranty period, the following paragraph regarding reimbursement of repairs will be included in the customer notification letter.

- **REIMBURSEMENT ELIGIBILITY**

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 M/DY/YR thru M/DY/YR. Present your original repair paperwork and proof of payment to any [Navistar Brand] dealer and your eligibility will be reviewed. You may also submit a claim using the enclosed Request for Reimbursement card.

- Example of a typical Navistar Request For Reimbursement card.

REQUEST FOR REIMBURSEMENT		Safety (or Noncompliance) Recall _____ *
Name _____ (_____) Daytime Phone Number	The following documentation must accompany this request:	
Current Address _____	1. The original invoice or repair order itemizing the repairs, and the dollar amount for each repair.	
City _____ State _____ Zip _____	2. Proof of payment, such as cancelled check, copy of money order, etc...	
Vehicle Identification Number (VIN) _____	Milage at time of repair _____	Total amount requested \$ _____
Name of Facility that performed the repair _____		3. A tax id # for reimbursement checks
*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."		Mail this request and the above documentation to:
		Navistar Claim Reimbursement Department Attn Warranty 2701 Navistar Drive Lisle IL 60532

The undersigned should be contacted for any additional information regarding this reimbursement plan on (331) 332-5190.

Sincerely,



R. L. Van Laar
Compliance Manager
Navistar, Inc.

RV: FI