



Navistar, Inc.
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navistar.com

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JFD



A NAVISTAR COMPANY

IMPORTANT SAFETY RECALL 20504 NHTSA RECALL NO. 20V-255

JULY 2020

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.

Navistar has decided that a defect which relates to motor vehicle safety exists in certain 2018 thru 2020 LT® series trucks and certain 2019 and 2020 RH® series trucks built 02/10/2018 thru 06/10/2019 with International® A26 engines.

REASON FOR THIS RECALL

The connecting rod bushing over time may develop cracks or lose chunks of material, which could lead to connecting rod failure.

RISK TO MOTOR VEHICLE SAFETY

Connecting rod failure in some cases can result in engine shutdown with minimal warning; a stalled vehicle in or near the roadway can increase the risk of a vehicle crash.

DEFECT REMEDY

The repair will involve the installation of an engine calibration to warn the driver prior to engine connecting rod failure. 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 05/07/2019 thru 07/18/2020. 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.

NOTE: Once the detection system is installed; should the red engine light on the instrument cluster illuminate, safely pull your truck off the roadway when safe to do so, turn off the engine and contact your nearest International dealer. If an engine repair is required due to a rod failure, it will be covered under warranty.

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.

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