



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

navistar.com

MAILED

OCT 21 2020



Compliance Dept.

A NAVISTAR COMPANY

**IMPORTANT SAFETY RECALL 20508
NHTSA RECALL NO. 20V-584**

OCTOBER 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 non-compliance which relates to motor vehicle safety exists in certain 2021 HV® and MV® series trucks built 07/21/2020 thru 08/13/2020 with feature code 10EWW, 10EYD, 10HYR, or 10JPJ (Fifth wheel, stationary), 10HJA (Fifth wheel, air slide), 10WDN (Fifth wheel mounting angles).

REASON FOR THIS RECALL

Certain MV and HV series trucks do not conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 108 relating to reflective tape missing on back of cab.

RISK TO MOTOR VEHICLE SAFETY

A truck that does not conform to all the requirements of FMVSS 108 when operating without a trailer in nighttime operation may fail to alert other motorists of the vehicle in front of them and increase the risk of a vehicle crash.

DEFECT REMEDY

The repair will involve installation of the reflective tape. Authorized repair locations have parts 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>.

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. 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 noncompliance 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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