

POSTED ON ISIS

OCT 20 2020

MAILED

OCT 21 2020

Compliance Dept.

Compliance Dept.

# ***SERVICE PROCEDURE***

20508

OCTOBER, 2020

**SUBJECT: NONCOMPLIANCE RECALL**  
**Back of Cab Reflective Tape on certain International® HV™ Series and MV™ Series trucks built 21 July 2020 thru 13 August 2020.**

## **DEFECT DESCRIPTION**

Certain International® HV™ Series and MV™ Series trucks do not conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 108 relating to reflective tape missing from back of cab. A truck that does not conform to all the requirements of FMVSS 108 when operating without a trailer in night time operation may fail to alert other motorists of the vehicle in front of them and increase the risk of a vehicle crash.

## **MODELS INVOLVED**

This noncompliance recall involves certain International® HV™ Series and MV™ Series trucks built 21 July 2020 thru 13 August 2020 with feature code 10EWW, 10EYD, 10HYR, or 10JPJ (Fifth wheel, stationary), 10HJA (Fifth wheel, air slide), 10WDN (Fifth wheel mounting angles).

## **ELIGIBILITY**

This procedure applies ONLY to vehicles marked in the International® Service Portal™ with Safety Recall 20508. Also complete any other open campaigns listed on the Service Portal at this time.

## VEHICLE INFORMATION

The scope of this recall is narrow and only involves the 14 vehicles listed in the table below.

VINs Involved		
MH148535	MH175933	MH175934
MH175935	MH175937	MH175939
MH298129	MH298132	MH298180
MH375430	MH847527	MH859124
MH860320	MH870112	

## PARTS INFORMATION

**NOTE:** Part number 2501778C1 contains 150 feet of reflective tape. A single vehicle requires 4 feet to repair. Order quantities of 2501778C1 based on number of vehicles that require repair.

Part Number	Part Description	Quantity
2501778C1	Tape, Reflective White 2-in wide 150 ft long	As Needed

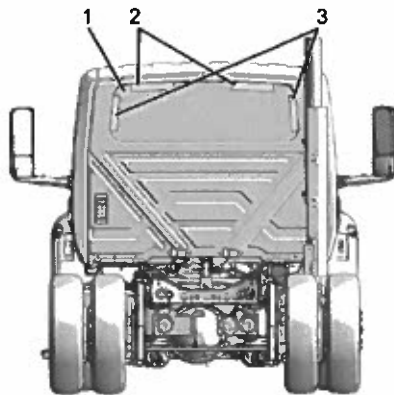
## SERVICE PROCEDURE

**WARNING!** To prevent personal injury and / or death, or damage to property, park vehicle on hard flat surface, turn the engine off, set the parking brake and install wheel chocks to prevent the vehicle from moving in either direction.

**WARNING!** To prevent personal injury and / or death, always wear safe eye protection when performing vehicle maintenance.

**WARNING!** To prevent personal injury and / or death, or damage to property, keep flames or sparks away from vehicle and do not smoke while servicing the vehicle's batteries. Batteries expel explosive gases.

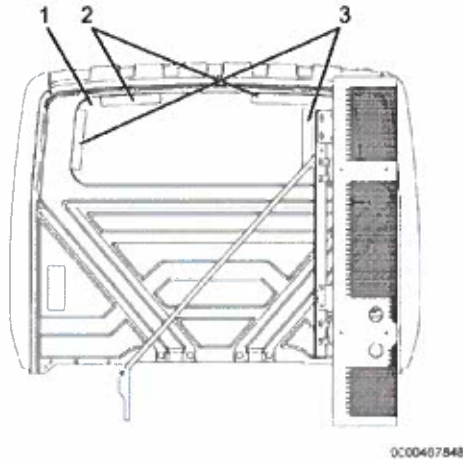
1. Park vehicle on flat surface.
2. Shift transmission to Park or Neutral and set parking brake.
3. Turn vehicle ignition to Key OFF position.
4. Install wheel chocks.
5. Cut four lengths of tape 12 inches long.
6. Access back of cab. Using isopropyl alcohol, thoroughly clean rear window. Completely dry rear window mounting surface.



0000467823

**Figure 1. Vehicle with Horizontal Exhaust or Horizontal Aftertreatment with Vertical Exhaust**

1. Rear window
2. Horizontal reflective tape (2)
3. Vertical reflective tape (2)



**Figure 2. Vehicle with Vertical Aftertreatment and Exhaust**

1. Rear window
2. Horizontal tape (2)
3. Vertical tape (2)

**NOTE: Figure 1 shows tape placement for vehicles with horizontal exhaust or horizontal aftertreatment with vertical exhaust. Vertical exhaust does not interfere with visibility of passenger-side tape.**

**NOTE: Figure 2 shows tape placement for vehicles with vertical exhaust and aftertreatment. Exhaust and aftertreatment may interfere with visibility of passenger-side tape. Install tape so that vertical and horizontal strips can be clearly seen.**

7. Starting on driver-side rear window (Figure 1, Item 1), peel backing material from reflective tape, align and apply horizontal tape (Figure 1, Item 2).
8. Continuing with driver-side rear window (Figure 1, Item 1), peel backing material from reflective tape, align and apply vertical tape (Figure 1, Item 3).
9. Perform Step 7 and Step 8 for passenger-side rear window.
10. Remove wheel chocks.

## **END OF SERVICE PROCEDURE**

## **LABOR INFORMATION**

<b>Operation Number</b>	<b>Description</b>	<b>Time</b>
A40-20508-1	Install Reflective Tape	0.4 hrs

## **CAMPAIGN IDENTIFICATION LABEL**

Each vehicle corrected in accordance with this campaign must be marked with a CTS-1075 Campaign Identification Label.

Complete the label and attach on a clean surface next to the vehicle identification number (VIN) plate.



DO NOT REMOVE

**INTERNATIONAL**

Campaign No. \_\_\_\_\_

VIN \_\_\_\_\_  
Eng. # \_\_\_\_\_

**COMPLETED**

Service Location Code # \_\_\_\_\_

DO NOT REMOVE

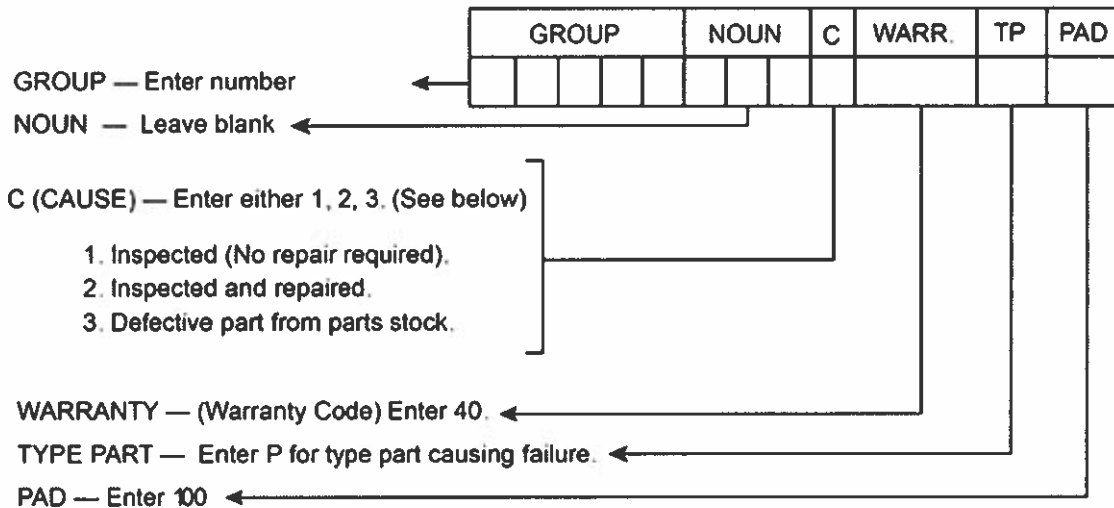
## **ADMINISTRATIVE / DEALER RESPONSIBILITIES**

### **WARRANTY CLAIMS**

Warranty claim expense is to be charged to Warranty. Claims are to be submitted in the normal manner, making reference to Safety Recall 20508.

Section 7 of the Warranty Policy and Procedures Manual contains further information related to the submission and processing of AFC / Recall claims.

As with all claim submissions, items acquired locally must be submitted in the "Other Charges" tab. The cost of any bulk items (such as a bag of cable tie straps, roll of wire, barrel of oil, or tube of silicone) should be prorated for the cost of the individual pieces / amount used during each repair.



000047910

## UNITED STATES AND POSSESSIONS

The National Traffic and Motor Vehicle Safety Act, as amended, provides that each vehicle that is subject to a vehicle recall campaign must be adequately repaired within a reasonable time after the owner has tendered it for repair. A failure to adequately repair within 60 days after a tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within 60 days, the owner may be entitled to replacement with an identical or reasonable equivalent vehicle at no charge, or to a refund of the purchase price less a reasonable allowance for depreciation.

Dealers must correct all vehicles subject to this campaign at no charge to the owner, regardless of mileage, age of vehicle, or ownership, from this time forward.

Dealers should proceed immediately to make necessary correction to units in inventory. All inventory vehicles subject to this recall campaign must be corrected prior to sale, transfer or delivery. If vehicles have been sold or transferred and you are in receipt of Customer Notification Letters and Authorization for Recall Service cards for those vehicles, the transfer location or customer must be notified immediately from your dealer location.

Dealers must make every effort to promptly schedule an appointment with each owner to repair his or her vehicle as soon as possible. However, consistent with the customer notification, dealers are expected to complete the repairs on the mutually agreed upon service date.

Dealers involved in the recall process will be furnished a listing of owner names and addresses to enable them to follow up with owners and have the vehicles corrected. Use of this listing must be limited to this campaign because the list

may contain information obtained from state motor vehicle registration records, and the use of such motor vehicle registration data for purposes other than this campaign is a violation of law in several states.

## **CANADA**

Dealers must correct all vehicles subject to this campaign at no charge to the owner, regardless of mileage, age of vehicle, or ownership, from this time forward.

Dealers should proceed immediately to make necessary correction to units in inventory. All inventory vehicles subject to this recall campaign must be corrected prior to sale, transfer or delivery. If vehicles have been sold or transferred and you are in receipt of Customer Notification Letters and Authorization for Recall Service cards for those vehicles, the transfer location or customer must be notified immediately from your dealer location.

Dealers must make every effort to promptly schedule an appointment with each owner to repair his or her vehicle as soon as possible. However, consistent with the customer notification, dealers are expected to complete the repairs on the mutually agreed upon service date.

Dealers involved in the recall process will be furnished a listing of owner names and addresses to enable them to follow up with owners and have the vehicles corrected. Use of this listing must be limited to this campaign because the list may contain information obtained from state motor vehicle registration records, and the use of such motor vehicle registration data for purposes other than this campaign is a violation of law in several states.

## **EXPORT**

Export Distributors should proceed immediately to make necessary correction to units in inventory. All inventory vehicles subject to this recall campaign must be corrected prior to sale, transfer or delivery. If vehicles have been sold or transferred and you are in receipt of Customer Notification Letters and Authorization for Recall Service cards for those vehicles, the transfer location or customer must be notified immediately from your distributor location.

Export Distributors are to submit warranty claims in the usual manner making reference to this recall number.

Export Distributors are expected to provide full cooperation and follow-up with respect to this important subject matter. If you have any questions or need further assistance, please contact the Regional Service Manager at your regional office.

## **NAVISTAR, INC.**

---

### **VEHICLE RECALL 20508**

