



Customer Outreach  
PO Box 8338  
Saint Joseph, MO 64508

product.safety@altec.com  
connect.altec.com/login

Phone 1-877-GO ALTEC  
Facsimile 1-877-659-9929

## **IMPORTANT SAFETY RECALL**

**This notice applies to your vehicle. Refer to the provided list.**

NHTSA Safety, FMVSS Compliance, or Emissions Recall

Dear Altec Owner,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act and the Canada Motor Vehicle Safety Act.

Altec Industries, Inc. has received notification from an Original Equipment Manufacturer (OEM) that a condition exists relating to motor vehicle safety, compliance, or emissions in a vehicle you possess that is equipped with Altec equipment.

Refer to the attached documentation that follows this letter. If you have additional questions, please contact your Altec Account Manager. You may also contact the OEM using the contact information provided in the attached recall notice.

For US owners: after contacting the OEM according to the attached notice, if you are still not able to have the safety condition remedied within a reasonable time, you may write to: Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue SE, Washington, DC 20590 or call 1-888-327-4236 (TTY: 1-800-424-9153) or go to <http://www.safercar.gov>.

If you had this repair performed before you received this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall.

If you have sold or retired the unit, update the records through Altec Connect. If you have leased this equipment to another person or company, you are required by Federal Law to forward a copy of this notice to the lessee by first class mail within ten (10) days of the receipt of this notice.

We appreciate your assistance in following this action in the interest of your safety and continued satisfaction with Altec products.

Thank you for your immediate attention on this important matter.



# COMPONENT/SUPPLIER RECALL CSR 532

## International 20510 — PTO Neutral Interlock (20V-810)

**Units Affected:** Certain 2020 and 2021 HV Series trucks built May 1, 2019 through November 9, 2020; 2019 through 2021 MV Series trucks built December 4, 2017 through November 12, 2020; 2014 through 2020 DuraStar models built October 8, 2013 through August 16, 2019; and 2015 through 2018 WorkStar models built December 15, 2014 through April 5, 2017 with feature code 12VXT (Engine Speed Control; Electronic, Stationary, Variable Speed) or 12VXU (Engine Speed Control for PTO; Electronic, Stationary Pre-Set, Two Speed Settings). Verify your unit is affected by reviewing the attached list or accessing Altec Connect.

**Background:** Altec is committed to providing our customers reliable products from initial delivery throughout the useful life of the machine.

Navistar has decided that a defect which relates to motor vehicle safety exists in your vehicle with the VIN shown in the attached list.

**Customer Action:** Contact your International dealer to schedule a service date to perform the work. Refer to the included communication from International for additional information.

**Requirements:** Altec is not able to perform this repair. The work must be completed by an authorized International Servicing Dealer.

**Completion and Warranty:** This repair is not covered under the Altec Warranty Policy.

**Altec Contact Info:**

Altec Connect: [connect.altec.com/login](https://connect.altec.com/login)



Phone: 1-877-GO ALTEC (1-877-462-5832) | Options: 1 - Parts; 2 - Shop Service; 3 - Mobile Service; 4 - Technical Support; 5 - Global Rental Service Request; 6 - Chassis Repair

Altec Use Only	
Inspection labor	0 hr
Repair labor	0 hr
Account #	NA
Travel	Not included
NHTSA code	NA
Prime fail P/N	NA
Doc ref	NA

Altec Use Only			
Description	Part No.	Qty	Warranty
NA	NA	NA	NA



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

navistar.com



A NAVISTAR COMPANY

## IMPORTANT SAFETY RECALL 20510 2ND NOTICE NHTSA RECALL NO. 20V-810

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.

This is a safety recall follow-up notification to the initial notice mailed in June 2021.

Navistar has decided that a defect which relates to motor vehicle safety exists in certain 2020 and 2021 HV® series trucks built 05/01/2019 thru 11/09/2020, 2019 thru 2021 MV® series trucks built 12/04/2017 thru 11/12/2020, 2014 thru 2020 DuraStar® models built 10/08/2013 thru 08/16/2019, and 2015 thru 2018 WorkStar® models built 12/15/2014 thru 04/05/2017 with feature code 12VXT (Engine Speed Control; Electronic, Stationary, Variable Speed) or 12VXU (Engine Speed Control for PTO; Electronic, Stationary Pre-Set, Two Speed Settings).

### **REASON FOR THIS RECALL**

On certain trucks equipped with an automatic transmission, if the automatic transmission is still in drive or reverse position and the stationary PTO switch is engaged, the engine RPM will ramp up and may overcome parking brake hold capability resulting in possible vehicle movement.

### **RISK TO MOTOR VEHICLE SAFETY**

Unexpected movement of the truck from the park position can increase the risk of property damage or personal injury.

### **DEFECT REMEDY**

The repair will involve updating the parameters in the Engine Control Module that enables the PTO neutral interlock. 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 11/21/2018 thru 01/20/2019. 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.**

JANUARY 2022