



IC Bus, LLC
2701 Navistar Drive
Lisle, IL 60532 USA

navistar.com

A NAVISTAR COMPANY

MAILED

AUG 03 2012

Compliance Dept.

NON-COMPLIANCE RECALL G-12520

JULY 2012

Dear IC Bus Customer,

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

IC Bus has decided that a defect which relates to motor vehicle safety exists in certain CE, and RE model buses built 04/01/2011 thru 03/25/2012 with ProLo emergency roof exit.

REASON FOR THIS RECALL

The SMI ProLo emergency roof mounted exit may require a force greater than specified in Federal Motor Vehicle Safety Standard 217 when attempting to open the exit.

RISK TO MOTOR VEHICLE SAFETY

In the event of an emergency, passengers may not be able to quickly exit the bus, which could increase the risk of personal injury or death.

DEFECT REMEDY

The repair will involve the replacement of the receiver bracket found on the SMI ProLo emergency roof exit. Dealers have parts and instructions to repair your vehicle. The repair will be performed free of charge and take approximately one hour to complete.

ACTIONS YOU SHOULD TAKE

IC Bus' records indicate that you own a vehicle involved in this recall. The vehicle is identified on the enclosed card.

If you own this vehicle, please schedule an appointment with any IC Bus dealer to have your vehicle repaired. You can find your nearest dealer by calling 1-800-448-7825 or by using the dealer locator at <http://www.icbus.com>.

If you have already paid for repairs 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 IC Bus 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 ASSISTANCE

If you believe that IC Bus 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>.

IC Bus requests your prompt attention and patience regarding the correction of this defect and apologizes for any inconvenience this may cause you.

IC Bus, LLC