



IC Bus, LLC
2701 Navistar Drive
Lisle, IL 60532 USA
navistar.com

MAILED
NOV 12 2013
Compliance Dept.

IMPORTANT SAFETY RECALL 13511

NOVEMBER 2013

Dear IC Bus Customer,

This notice applies to your vehicle identified on the enclosed card and 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 6 October 2005 thru 18 April 2012 with the C.E. White Flip Seat.

REASON FOR THIS RECALL

The C.E. White Company® has determined that a safety related design defect exists in certain flip seats.

RISK TO MOTOR VEHICLE SAFETY

The occupant of the adjacent seat located to the rear of the flip seat could suffer a pinch point injury to their toes and/or foot as a result of this condition.

DEFECT REMEDY

The repair will involve installation of a formed plastic guard. Dealers have parts and instructions to repair your vehicle. The repair will be performed free of charge and take approximately 30 minutes 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 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>.

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