



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

navistar.com

MAILED

JAN 29 2015

Compliance Dept.

IMPORTANT SAFETY RECALL 14517

JANUARY 2015

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 Highway Traffic Safety Administration and the Motor Vehicle Safety Act.

IC Bus has decided that a defect which relates to motor vehicle safety exists in certain CE, FE, and RE model commercial buses built 23 January 2006 thru 12 May 2014 with Ricon Public Use, "S" 2000 and 5500 Series lifts.

REASON FOR THIS RECALL

The platforms included on the subject S-Series model wheelchair lifts can exhibit cracking of the platform side plate while in the stowed position.

RISK TO MOTOR VEHICLE SAFETY

If cracking occurs on both sides of the platform to the point of material separation, it is possible for the lift platform to lean against the vehicle lift door(s) and fall out of the vehicle when the door(s) are opened putting the lift operator at risk of injury.

DEFECT REMEDY

The repair will involve installation of platform support bumpers and replacement of any lift found cracked. Dealers have parts and instructions to repair your vehicle. The repair will be performed free of charge and take approximately 30 minutes to complete unless lift replacement is required.

ACTIONS YOU SHOULD TAKE

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