



IC Bus, LLC  
2701 Navistar Drive  
Lisle, IL 60532 USA  
[navistar.com](http://navistar.com)

MAILED

APR 18 2016

Compliance Dept.

## IMPORTANT SAFETY RECALL 16503

APRIL 2016

Dear IC Bus 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.

IC Bus has decided that a defect which relates to motor vehicle safety exists in certain 2015 through 2017 CE C bus models built 24 November 2014 thru 20 January 2016.

### ***REASON FOR THIS RECALL***

The hood latch straps used to latch the hood closed may become elongated and not return to their original specified length which could result in the hood latch not staying in the latched position when driving and may result in the hood opening during vehicle braking conditions.

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

The hood opening during braking conditions when driving may obstruct the operator's visibility resulting in an increased risk of a vehicle crash.

### **DEFECT REMEDY**

The repair will involve replacing the suspect hood latch straps with certified hood latch straps. Dealers have parts 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 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**