



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

MAILED

JAN 04 2017

Compliance Dept.

IMPORTANT SAFETY RECALL 16511

DECEMBER 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 2012 BE commercial buses built on 2 November 2010 and certain 2011 thru 2016 CE commercial buses built 1 July 2010 thru 26 February 2015 with feature code 48PPJ or 48PPP (water shut off valve, inside forward of driver heater).

REASON FOR THIS RECALL

The formed heater hose to the driver's heater over time may fatigue resulting in a split hose which could cause hot engine coolant to leak into the operator's foot area.

RISK TO MOTOR VEHICLE SAFETY

If the hose were to burst, the hot coolant spilling into the operator's foot area could result in a burn injury or possible sudden lateral vehicle movement which could result in a motor vehicle crash.

DEFECT REMEDY

The repair will involve replacement of the formed heater hose. 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