



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

navistar.com

MAILED

JUN 13 2018

Compliance Dept.

A NAVISTAR COMPANY

**IMPORTANT SAFETY RECALL 18509
NHTSA RECALL NO. 18V-316**

JUNE 2018

This notice applies to your vehicle identified on the enclosed card.

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 non-compliance which relates to motor vehicle safety exists in certain 2018 CE commercial bus models built 04/21/2017 thru 11/14/2017 with feature code 0510140 (emergency window).

REASON FOR THIS RECALL

Certain Commercial buses may not conform to Federal Motor Vehicle Safety Standard (FMVSS) 217 – The force necessary to operate the emergency window release latch may exceed the maximum allowable force of 20 lbs.

RISK TO MOTOR VEHICLE SAFETY

In the event of a motor vehicle accident or vehicle fire, passengers may have difficulty pulling the release handle which could hinder a quick exit of the bus and increase the risk of personal injury or death.

DEFECT REMEDY

The repair will involve application of dry lubricant to all parts of the latch assembly and cycling the handle to work the lubricant in. Dealers have parts and instructions to repair your vehicle. The repair will be performed free of charge and take approximately 30 to 45 minutes to complete, depending on whether your bus has one emergency roof hatch or two.

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 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