



IC Bus, LLC  
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A **NAVISTAR** COMPANY

**Mailed On**  
**02/05/2024**  
**Product Safety**

## **IMPORTANT SAFETY RECALL 24502** **NHTSA RECALL NO. 24V-027**

**FEBRUARY 2024**

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

Dear IC Bus Customer,

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 2024 CE EV school bus models built 07/20/2023 thru 08/07/2023 with 0008TLC (210 kWh Total Battery Capacity).

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

The high voltage positive cables from the battery packs to the MSDs may have incorrect identification marking tape, blue in color or no tape at all indicating a lower level (2 or 1) of isolation, instead of white in color, indicating a level 3 isolation (battery fuse removal).

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

An incorrectly identified cable may indicate to a first responder, technician, or customer that the cable is deenergized, when it may not be, possibly increasing the risk of electrical shock that may result in personal injury or death.

### ***DEFECT REMEDY***

The repair will involve inspecting the high voltage cables for the presence of the correct "white" identification tape and installing "white" identification tape on cables without identification tape or cables with incorrect identification tape. Dealers have parts and instructions to repair your vehicle. The repair will be performed free of charge and take approximately 2.5 hours 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 using the dealer locator at <http://www.icbus.com> or by calling 1-800-448-7825.

**If you have already paid for repairs prior to this notice that corrected the defect**, you may be eligible for reimbursement of certain repair expenses if they occurred 01/18/2023 thru 02/16/2024. **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**