



A **NAVISTAR** COMPANY

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

navistar.com

RELEASED

Sep 30 2024

NAVISTAR, INC

**IMPORTANT SAFETY RECALL 24503
NHTSA RECALL NO. 24V-088**

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 National Traffic and Motor Vehicle Safety Act.

IC Bus has decided that a defect which relates to motor vehicle safety exists in certain 2024 IC CE commercial buses built 12/07/2023 with R. H. Sheppard M100P model steering gears.

REASON FOR THIS RECALL

The steering gears may have been assembled with less than the required input shaft ball bearings and can result in a fracture of the input shaft and loss of steering.

RISK TO MOTOR VEHICLE SAFETY

A loss of steering increases the risk of a vehicle crash.

DEFECT REMEDY

The repair will involve replacing steering gears found with a suspect serial number. Dealers have parts and instructions to repair your vehicle. The repair will be performed free of charge and take approximately 30 minutes to 1 hour 30 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 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 02/08/2024 thru 09/30/2024. **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

SEPTEMBER 2024