



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

navistar.com

A **NAVISTAR** COMPANY



IMPORTANT SAFETY RECALL 24510 NHTSA RECALL NO. 24V-463

AUGUST 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 2025 IC Bus® CE school buses built 05/16/2024 through 5/28/2024 built with Dana® Spicer® D or E Series steer axles.

REASON FOR THIS RECALL

Certain ball studs supplied to Dana by a third-party supplier, USK International, and which Dana incorporated into certain steer axles and replacement tie rod assemblies, did not meet case hardening specifications, and there is a risk that the ball studs could be more brittle than intended.

RISK TO MOTOR VEHICLE SAFETY

If a ball stud is more brittle than expected, it could break, which could affect vehicle steering and could increase the risk of a crash.

DEFECT REMEDY

The repair will involve replacing the tie rod ends on a tie rod with a suspect date code and re-aligning the front axle. Dealers have parts and instructions to repair your vehicle. The repair will be performed free of charge and take approximately an hour 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 5/16/2024 thru 07/31/2024. **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.

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