



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

navistar.com

MAILED

OCT 07 2019

Compliance Dept.

A NAVISTAR COMPANY

## IMPORTANT SAFETY RECALL 19514

### NHTSA RECALL NO. 19V-581

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 Year 2019 and 2020 CE and RE commercial bus models built 09/04/2018 thru 05/14/2019 with feature code 48PZP, 48PZR, 48RZY, 48SXV, or 48SZG (Prolo hatch).

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

The emergency roof hatch external release handle may break and prevent the hatch release mechanism from being actuated from outside the vehicle. However, failure of the external release handle does not prevent actuation of the release mechanism from inside the vehicle.

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

A broken handle in the event of an emergency would make it more difficult to access the passenger compartment of the vehicle, which could result in possible injury or death.

#### **DEFECT REMEDY**

The repair will involve replacement of any external release handle on a hatch found within suspect build date range. 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

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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 prior to this notice that corrected the defect**, you may be eligible for reimbursement of certain repair expenses if they occurred 08/08/2018 thru 10/17/2019. 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**