



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

navistar.com



A NAVISTAR COMPANY

JANUARY 2022

IMPORTANT SAFETY RECALL 21508 NHTSA RECALL NO. 21V-838

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 2020 2021 and 2022 CE commercial bus models built 05/28/2019 thru 01/06/2022 with PSI 8.8L gasoline or with PSI 8.8L LPG engines.

REASON FOR THIS RECALL

With the vehicle in motion, the Engine Control Module (ECM) may set a fault code resulting in engine shut down without warning, increasing the risk of a crash.

RISK TO MOTOR VEHICLE SAFETY

In a bus application, unintended engine shut down without warning may result in evacuation concerns when passengers must be transferred to another bus near the roadway, increasing the risk of injury.

DEFECT REMEDY

The repair will involve recalibration of the ECM. Dealers have software 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 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

10/26/2020 thru 01/28/2022. 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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