



IC Bus, LLC  
2701 Navistar Drive  
Lisle, IL 60532 USA  
  
navistar.com

ORIGINAL REJECTED  
LETTER



THIS APPROVED  
LETTER



A NAVISTAR COMPANY

## IMPORTANT SAFETY RECALL 23502 NHTSA RECALL NO. 23V-066

APRIL 2023

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 2022 and 2023 CE & RE commercial bus models built 09/01/2021 thru 12/15/2022.

### **REASON FOR THIS RECALL**

One or more joints that connect the roof top sheets may have not been properly secured to the roof bow supports.

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

In the event of an accident involving the roof of the bus, the roof top sheets may separate and not protect the occupants sufficiently, increasing the risk of injury or death.

### **DEFECT REMEDY**

The repair will involve measuring the rivet location for each joint and if they are not within specification, screws will be added to the rear row of rivets to all joints that are out of specification. Dealers have parts and instructions to repair your vehicle. The repair will be performed free of charge and take approximately 30 minutes to 2 hours to complete, depending on your specific bus configuration.

### **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

02/16/2022 thru 04/13/2023. **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**