

# ***SERVICE PROCEDURE***

**25503**  
**April 2025**

**SUBJECT: NONCOMPLIANCE RECALL**  
**Headlighting systems on certain 2025 IC Bus™ CE Series commercial buses built 4/16/2024 through 8/20/2024 with feature code 0008XKC (Headlights Halogen/DRL/AUTO).**

## **CUSTOMER LETTER**

Print ready (PDF file) copy of the [Customer Letter](#)

## **DEFECT DESCRIPTION**

On certain buses built with halogen headlights, when the high beam is activated, the low beam is deactivated.

These vehicles do not meet FMVSS-108 S10.16.2 Combination Headlighting Systems Photometry, which states, *“Each combination headlamp must be designed to conform to the photometry requirements of Table XVIII for upper beam and Table XIX for lower beam as specified in Table II-b for the specific headlamp unit and aiming method, when tested according to the procedure of S14.2.5.”*

Vehicles not meeting the FMVSS-108 S10.16.2 Combination Headlighting Systems Photometry may have decreased visibility in certain driving conditions which may increase the risk of a crash.

## **MODELS INVOLVED**

This noncompliance recall involves certain 2025 IC Bus™ CE Series commercial buses built 4/16/2024 through 8/20/2024 with feature code 0008XKC (Headlights Halogen/DRL/AUTO).

## **ELIGIBILITY**

This procedure applies ONLY to vehicles marked in the International® Service Portal<sup>SM</sup> with Safety Recall **25503**. Also complete any other open campaigns listed on the Service Portal at this time.

## **TOOLS REQUIRED**

| Description                                          | Tool Number |
|------------------------------------------------------|-------------|
| EZ-Tech® or EST with Diamond Logic® Builder Software | N/A         |
| Battery Charger 55 Amp                               | PSC550CC    |

**Table 1** Tools Required

## **PARTS INFORMATION**

There are no parts for this recall.

## **SERVICE PROCEDURE**

**WARNING!** To prevent personal injury and / or death, or damage to property, park vehicle on hard flat surface, turn the engine off, set the parking brake and install wheel chocks to prevent the vehicle from moving in either direction.

**WARNING!** To prevent personal injury and / or death, always wear safe eye protection when performing vehicle maintenance.

**WARNING!** To prevent personal injury and /or death, or damage to property, allow engine / vehicle components to cool before servicing.

**WARNING!** To prevent personal injury and / or death, or damage to property, keep flames or sparks away from vehicle and do not smoke while servicing the vehicle's batteries. Batteries expel explosive gases.

1. Park vehicle on a flat surface.
2. Shift transmission to Park or Neutral and set parking brake.
3. Turn vehicle ignition to Key OFF position.
4. Install wheel chocks.
5. Ensure that the vehicle's current health report has been captured.

**NOTE:** Ensure vehicle batteries are properly charged. If necessary, use a smart charger during programming.

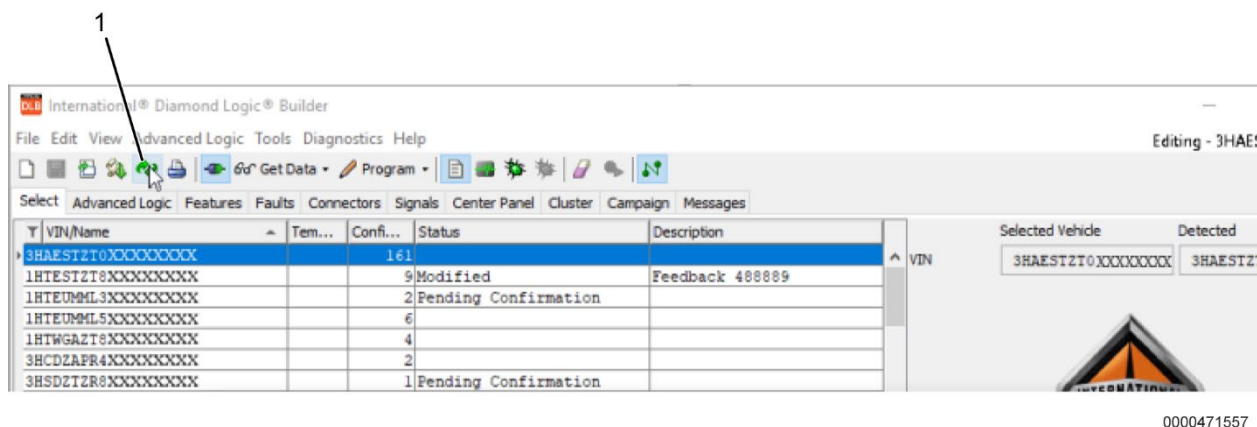
6. Connect battery charger / maintainer to vehicle battery.

**NOTE: Only use NEXIQ USB LINK™ interface cables. Other varieties of cables may increase programming time or may be incompatible.**

7. Using only NEXIQ USB LINK™ interface cables, connect EZ-Tech or EST to vehicle.

**NOTE: Delete vehicle's VIN from Diamond Logic® Builder (DLB) before proceeding. Deleting vehicle's VIN enables DLB to be populated with vehicle's latest BCM data.**

8. Turn vehicle ignition to Key ON, Engine OFF. Launch Diamond Logic Builder (DLB) software and click **Select** tab. Click on **Connect** icon to stop reading if DLB is connected automatically to vehicle. Delete vehicle's VIN if it appears in list.
9. Click on the **Connect** icon to reconnect. DLB will detect vehicle's modules.

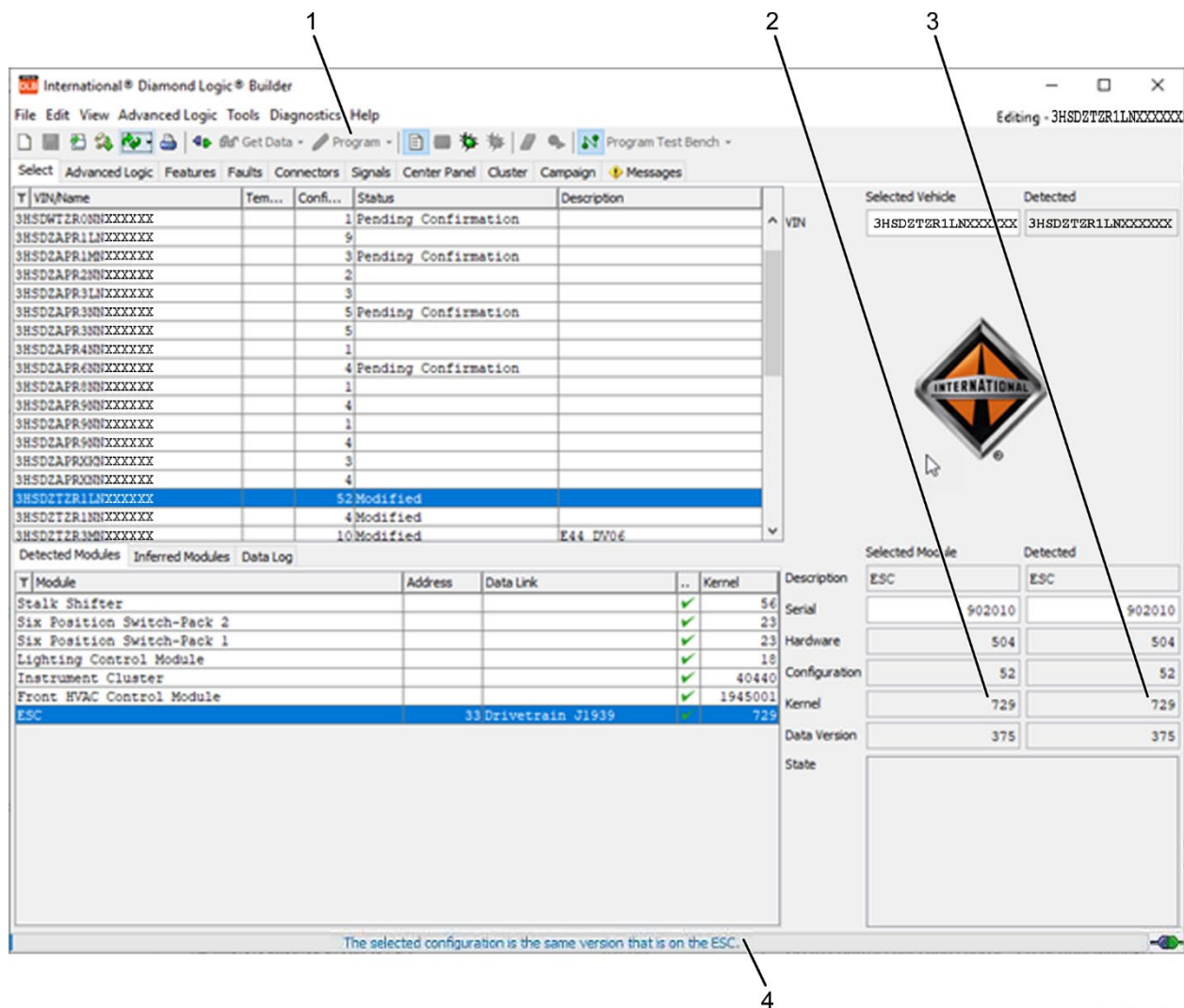


**Figure 1. Update All Icon**  
1. Icon

**NOTE: If messages about programming of BCM are displayed before you select Program icon, respond to prompts as needed. No prompts requiring a response will be displayed after you have selected Program icon.**

**NOTE: Headlights will turn on and off several times. Ensure that EZ-Tech® battery has sufficient charge to last for entire procedure.**

10. Click on **Update All** icon (Figure 1, Item 1) in toolbar. DLB will list latest module versions in kernel column.



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## Figure 2. Programming Complete

1. Program button
2. Selected Module kernel version
3. Detected kernel version
4. Status bar

**NOTE:** When update has been completed for selected module, kernel version listed in Selected Module column (Figure 2, Item 2) will match version listed in Detected column (Figure 2, Item 3). Also, status bar (Figure 2, Item 4) will display a message: The selected configuration is the same version that is on the BCM.

11. Click **Program** button (Figure 2, Item 1) in toolbar to begin updates. DLB will indicate programming status in status bar (Figure 2, Item 4) located at bottom of window.
12. Confirm that the BCM data version has been updated to 459 or higher.

**NOTE: There may be pauses during update. Ensure that programming is complete before turning vehicle ignition to Key OFF and disconnecting EZ-Tech®.**

13. Turn vehicle ignition to Key OFF.
14. Turn vehicle ignition to Key ON, Engine OFF to ensure all diagnostic trouble codes (DTCs) are read.
15. Enter **Diagnostic** mode and select **Faults** tab. Clear any listed DTCs. Refer to Diamond Logic® Builder Software (Basic Programming and Diagnostics Only) Diagnosing and Clearing Fault Codes section for detailed instructions.
16. Turn ignition to Key OFF position.
17. Disconnect the interface connector from diagnostic port.
18. Disconnect battery charger / maintainer from vehicle battery.
19. Remove wheel chocks.

## **END OF SERVICE PROCEDURE**

### **LABOR INFORMATION**

| Operation Number | Description     | Time    |
|------------------|-----------------|---------|
| A40-25503-1      | Recalibrate BCM | 0.3 hrs |

**Table 2** Labor Information

### **CAMPAIGN IDENTIFICATION LABEL**

Each vehicle corrected in accordance with this campaign must be marked with a CTS-1075 Campaign Identification Label.

Complete the label and attach on a clean surface the next identification number (VIN) plate.

|                         |
|-------------------------|
| <b>DO NOT REMOVE</b>    |
| <b>INTERNATIONAL</b>    |
| Campaign No.            |
| VIN                     |
| Eng.#                   |
| <b>COMPLETED</b>        |
| Service Location Code # |
| <b>DO NOT REMOVE</b>    |

## **ADMINISTRATIVE/ DEALER RESPONSIBILITIES**

### **WARRANTY CLAIMS**

Warranty claim expense is to be charged to Warranty. Claims are to be submitted in the normal manner, making reference to Safety Recall 25503.

Section 7 of the Warranty Policy and Procedures Manual contains further information related to the submission and processing of AFC / Recall claims.

As with all claim submissions, items acquired locally must be submitted in the "Other Charges" tab. The cost of any bulk items (such as a bag of cable tie straps, roll of wire, barrel of oil, or tube of silicone) should be prorated for the cost of the individual pieces/ amount used during each repair.

| GROUP | NOUN | C | WARR. | TP | PAD |
|-------|------|---|-------|----|-----|
|       |      |   |       |    |     |

GROUP — Enter number ←

NOUN — Leave blank ←

C (CAUSE) — Enter either 1, 2, 3. (See below)

- 1. Inspected (No repair required).
- 2. Inspected and repaired.
- 3. Defective part from parts stock.

WARRANTY — (Warranty Code) Enter 40. ←

TYPE PART — Enter P for type part causing failure. ←

PAD — Enter 100 ←

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### **UNITED STATES AND POSSESSIONS**

The National Traffic and Motor Vehicle Safety Act, as amended, provides that each vehicle that is subject to a vehicle recall campaign must be adequately repaired within a reasonable time after the owner has tendered it for repair. A failure to adequately repair within 60 days after a tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within 60 days, the owner may be entitled to replacement with an identical or reasonable equivalent vehicle at no charge, or to a refund of the purchase price less reasonable allowance for depreciation.

Dealers must correct all vehicles subject to this campaign at no charge to the owner, regardless of mileage, age of vehicle, or ownership, from this time forward.

Dealers should proceed immediately to make necessary corrections to units in inventory. All inventory vehicles subject to this recall campaign must be corrected prior to sale, transfer, or delivery. If vehicles have been sold or transferred and you are in receipt of Customer Notification Letters and Authorization for Recall Service cards for those vehicles, the transfer location or customer must be notified immediately from your dealer location.

Dealers must make every effort to promptly schedule an appointment with each owner to repair his or her vehicle as soon as possible. However, consistent with the customer notification, dealers are expected to complete the repairs on the mutually agreed upon service date.

Dealers involved in the recall process will be furnished with a listing of owner names and addresses to enable them to follow up with owners and have the vehicles corrected. Use of this listing must be limited to this campaign because the list may contain information obtained from state motor vehicle registration records, and the use of such motor vehicle registration data for purposes other than this campaign is a violation of law in several states.

## **CANADA**

Dealers must correct all vehicles subject to this campaign at no charge to the owner, regardless of mileage, age of vehicle, or ownership, from this time forward.

Dealers should proceed immediately to make necessary corrections to units in inventory. All inventory vehicles subject to this recall campaign must be corrected prior to sale, transfer, or delivery. If vehicles have been sold or transferred and you are in receipt of Customer Notification Letters and Authorization for Recall Service cards for those vehicles, the transfer location or customer must be notified immediately from your dealer location.

Dealers must make every effort to promptly schedule an appointment with each owner to repair his or her vehicle as soon as possible. However, consistent with the customer notification, dealers are expected to complete the repairs on the mutually agreed upon service date.

Dealers involved in the recall process will be furnished with a listing of owner names and addresses to enable them to follow up with owners and have the vehicles corrected. Use of this listing must be limited to this campaign because the list may contain information obtained from state motor vehicle registration records, and the use of such motor vehicle registration data for purposes other than this campaign is a violation of law in several states.

## **EXPORT**

Export Distributors should proceed immediately to make necessary corrections to units in inventory. All inventory vehicles subject to this recall campaign must be corrected prior to sale, transfer, or delivery. If vehicles have been sold or transferred and you are in receipt of Customer Notification Letters and Authorization for Recall Service cards for those vehicles, the transfer location or customer must be notified immediately from your distributor location.

Export Distributors are to submit warranty claims in the usual manner making reference to this recall number.

Export Distributors are expected to provide full cooperation and follow-up with respect to this important subject matter. If you have any questions or need further assistance, please contact the Regional Service Manager at your regional office.

### **International Motors, LLC\***

**\*International Motors, LLC d/b/a International Motors USA LLC in Illinois and Ohio.**