



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

international.com

## IMPORTANT SAFETY RECALL 25520

NHTSA RECALL NO. 25V-703

THIS NOTICE APPLIES TO YOUR VEHICLE IDENTIFIED  
ON THE ENCLOSED CARD.

DECEMBER 2025

Dear IC Bus Customer,

This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

IC Bus has decided that a defect which relates to motor vehicle safety exists in certain 2026 IC Bus™ CE Series school buses built 06/30/2025 thru 09/18/2025 equipped with a transmission shifter stalk for Allison 1000 and 2000 transmission (feature code 0013WEX).

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

The transmission shift actuator may not have been calibrated properly allowing the neutral set point to be out of specification.

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

An out of specification neutral set point may cause the transmission to not shift in to reverse. A transmission that cannot shift into reverse may place the vehicle in an unsafe position on the roadway leading to an increased risk of a crash or injury.

### **DEFECT REMEDY**

The repair will involve replacing the shift actuator. The repair will be performed free of charge and takes approximately 15 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 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 06/30/2025 thru 12/31/2025. 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: 1-888-275-9171); 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.