

SERVICE PROCEDURE

25520
December, 2025

SUBJECT: SAFETY RECALL

Transmission Shift Actuator 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)

CUSTOMER LETTER

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

DEFECT DESCRIPTION

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

An out of specification neutral set point may cause the transmission to not shift into 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.

MODELS INVOLVED

This safety recall involves 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).

ELIGIBILITY

This procedure applies ONLY to vehicles marked in the International® Service PortalSM with Safety Recall 25520. Also complete any other open campaigns listed on the Service Portal at this time.

VEHICLE RECALL 25520

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NOTE: Before ordering a new shift actuator, confirm which transmission the vehicle was built with and order the appropriate part number.

PARTS INFORMATION

Part Number	Part Description	Quantity	Feature Codes
89000391R91	Transmission Shift Actuator	1 Without Park	0013BAU - ALLISON XMSN 2100 HS 6-SP L/PTO 0013BBG - ALLISON XMSN 2500 HS 6-SP L/PTO 0013BBJ - ALLISON XMSN 2500 RDS 5-SP W/PTO 0013BBK - ALLISON XMSN 2500 RDS 6-SP W/PTO 0013BBN - ALLISON XMSN 2500 PTS 5-SP L/PTO 0013BBP - ALLISON XMSN 2500 PTS 6-SP L/PTO
89000392R91	Transmission Shift Actuator	1 With Park	0013BAZ - ALLISON XMSN 2200 HS 6-SP L/PTO 0013BBA - ALLISON XMSN 2200 RDS 6-SP W/PTO 0013BBS - ALLISON XMSN 2550 RDS 5-SP W/PTO

Table 1 Parts Information

SERVICE PROCEDURE

GOVERNMENT REGULATION: Engine fluid (oil, fuel, and coolant) may be a hazard to human health and the environment. Handle all fluid and other contaminated materials (such as filters and rags) in accordance with applicable regulations. Recycle or dispose of engine fluids, filters, and other contaminated materials according to applicable regulations.

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, or damage to property, if the vehicle must be raised, do not work under the vehicle supported only by jacks. Jacks can slip or fall over.

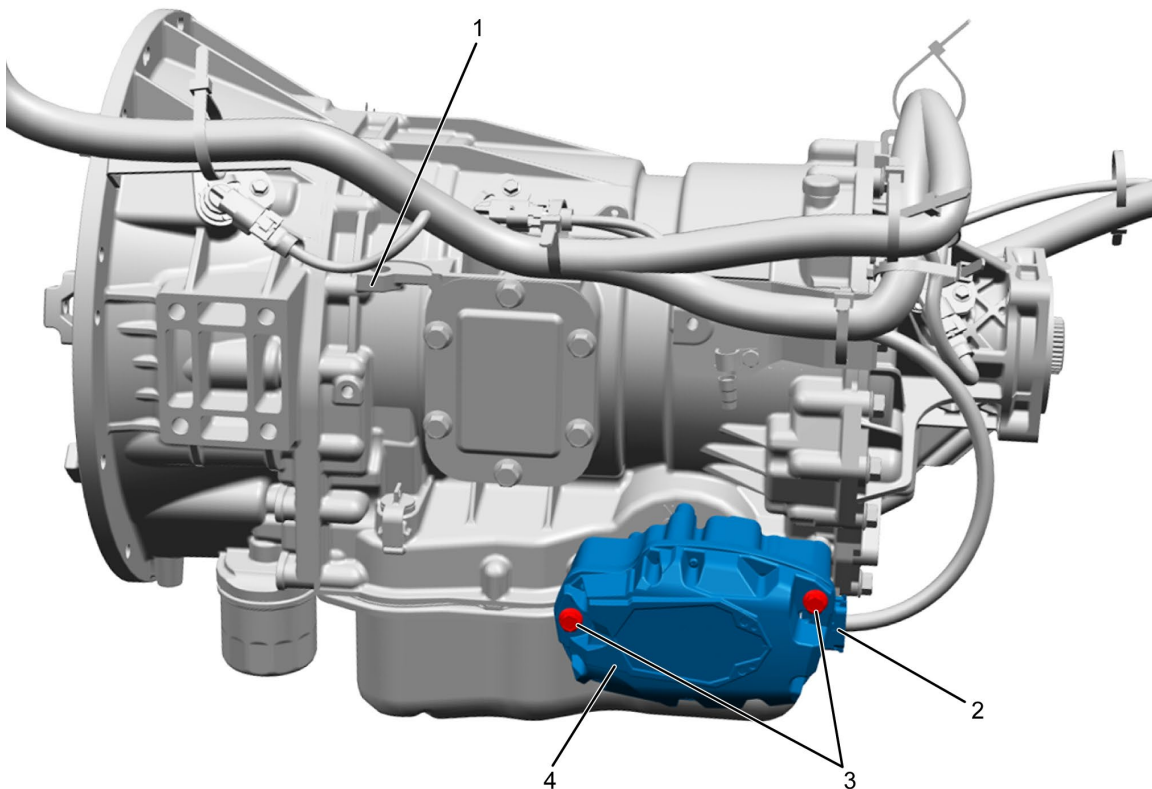
WARNING! To prevent personal injury and / or death, always wear safe eye protection when performing vehicle maintenance.

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.

WARNING! To prevent personal injury and / or death, or damage to property, remove the ground cable from the negative terminal of the battery box before disconnecting any electrical components. Always connect the ground cable last.

1. Park vehicle on flat surface.
2. Shift transmission to Park (P) or Neutral (N) and set parking brake.
3. Turn vehicle ignition to Key OFF position.
4. Install wheel chocks.



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Figure 1. Transmission Shift Actuator

1. Transmission
2. Electrical connector
3. Bolt (2)
4. Shift actuator

5. Disconnect electrical connector (Figure 1, Item 2) from shift actuator (Figure 1, Item 4).
6. Remove two bolts (Figure 1, Item 3) from shift actuator (Figure 1, Item 4) to transmission (Figure 1, Item 1). Discard bolts.
7. Remove shift actuator (Figure 1, Item 4) from transmission (Figure 1, Item 1).
8. Install new shift actuator (Figure 1, Item 4) on transmission (Figure 1, Item 1) with two new bolts (Figure 1, Item 3).
9. Using torque wrench, tighten two bolts to 14–18 lb-ft (19–24 N·m).
10. Connect electrical connector (Figure 1, Item 2) into shift actuator (Figure 1, Item 4).
11. Remove wheel chocks.

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END OF SERVICE PROCEDURE

LABOR INFORMATION

Operation Number	Description	Time
A40-25520-1	Remove and Install new Shift Actuator	0.2 hr

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 next to the vehicle identification number (VIN) plate.



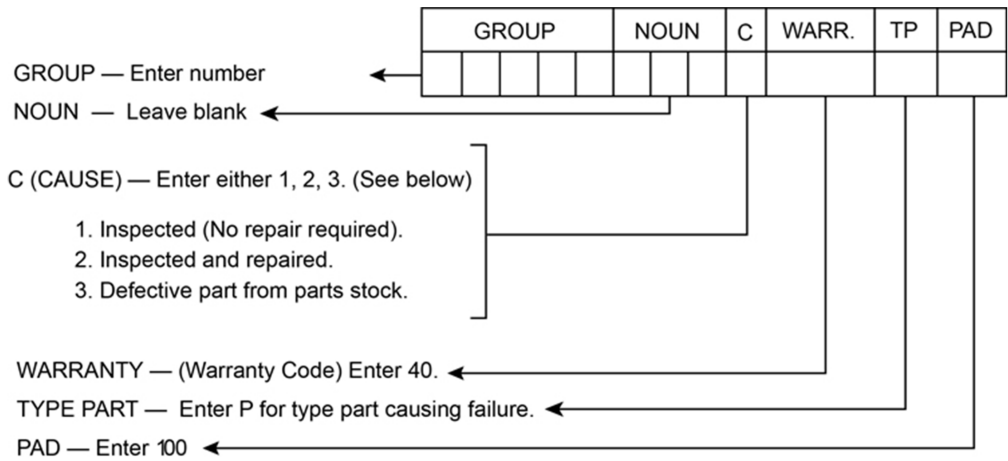
ADMINISTRATIVE / DEALER RESPONSIBILITIES

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 25520.

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.



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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 a 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 correction to units in inventory. Federal law prohibits a dealer from delivering under a sale or lease, a new motor vehicle or any new or used item of motor vehicle equipment (including a tire) covered by the notification of a recall until the defect or noncompliance is remedied.

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 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 correction 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 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 correction 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.

IC Bus, LLC

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