

# ***SERVICE PROCEDURE***

**25523/25532  
May, 2026**

**SUBJECT: SAFETY RECALL 25523 Variation 25532  
2025 thru 2026 IC Bus™ CE Series school buses built  
03/28/2024 thru 07/28/2025 with the following unique  
configurations (feature codes):**  
•Air Brakes (0004091) and 19.8K rear axles (0014AKM  
or 0014AWC)  
•34'-2" or 34'-11" bus body length  
(0047AGK or 0047AMG) with a 31K GVWR

## **CUSTOMER LETTER**

**NOTE: Customer will receive a letter indicating Safety Recall 25523, however the recall card will NOT indicate the required repair remedy variation. The proper remedy variation for a specific VIN can be found on the International® Service Portal<sup>SM</sup> summary tab under OPEN RECALLS.**

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

## **DEFECT DESCRIPTION**

Certain buses, when fully loaded, fail to comply with 49 CFR Part 567.4(g)(3) and may exceed the GVWR value printed on the certification label.

- 49 CFR Part 567.4 (g)(3): "Gross Vehicle Weight Rating" or "GVWR" followed by the appropriate value in pounds, which shall not be less than the sum of the unloaded vehicle weight, rated cargo load, and 150 pounds times the number of the vehicle's designated seating positions. However, for school buses the minimum occupant weight allowance shall be 120 pounds per passenger and 150 pounds for the driver.

If the vehicle has a full passenger load, a full fuel load, and full DEF load, the bus could possibly be over the GVWR rating as indicated on the certification label affixed to the vehicle. If the GVWR is unknowingly exceeded, vehicle handling may be adversely affected, increasing the risk of a crash.

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### **SAFETY RECALL 25532**

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## **MODELS INVOLVED**

This safety recall involves certain 2025 thru 2026 IC Bus™ CE Series school buses built 03/28/2024 thru 07/28/2025 with the following unique configurations (feature codes):

- Air Brakes (0004091) and 19.8K rear axles (0014AKM or 0014AWC)
- 34'-2" or 34'-11" bus body length (0047AGK or 0047AMG) with a 31K GVWR.

## **ELIGIBILITY**

This procedure applies ONLY to vehicles marked in the International® Service Portal<sup>SM</sup> with Emissions Recall 25532. Also complete any other open campaigns listed on the Service Portal at this time.

**NOTE: The replacement label must be ordered. To obtain the label, print out the form at the end of this letter. Fill in all the information on the form. Labels will not be shipped if a FedEx or UPS account number is not provided. Email the complete form to [Label.replacement@international.com](mailto:Label.replacement@international.com)**

## **PARTS INFORMATION**

<b>Part Number</b>	<b>Part Description</b>	<b>Usage</b>	<b>Quantity</b>
3549202C2	NUT	Clamp group U-Bolt	8
25549R1	WASHER	Clamp group U-Bolt	8
3538842C3	BOLT	Clamp group U-Bolt	4
3544148C94	SPRING, CHASSIS REAR	Main Support Member	1
3544149C94	SPRING, CHASSIS REAR	Main Support Member	1
40274R1	BOLT, M20 X 110 MM, FLG HD, CLASS10.9, PHC	Main Support Member	4
40204R1	NUT, M20 FLANGED	Main Support Member	4
30755R1	NUT, M12 FLANGED PHC TYPE 10	Air Spring to MSM	2
30756R1	NUT, HEX M16 PRVTRQ	Lower Shock Mount	2
31078R1	BOLT, M16 X 120 PHC CLASS 10.9	Lower Shock Mount	2
1822888C1	BOLT, HEX FLG HD METRIC 8.0 X 12-1.25 6G	Lower HCV Mount	2
Source Locally	1/8-IN POP RIVET (Plaque-style GVWR Label)	Inside the Cab	4

**Table 1** Parts Information

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### **SAFETY RECALL 25532**

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## 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.

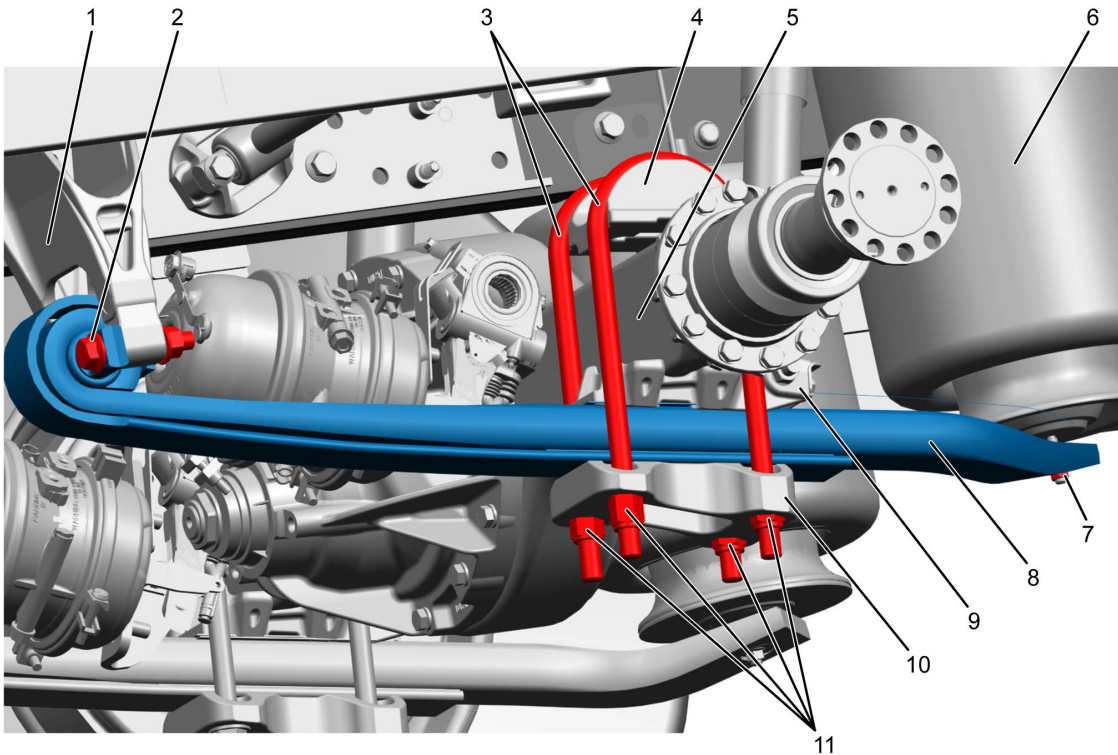
**WARNING!** To prevent personal injury and / or death, or damage to property, if the vehicle must be raised, do not work under the vehicle supported only by jacks. Jacks can slip or fall over.

**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.

1. Park vehicle on 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 on steer axle tires.
5. Using jack, raise rear axle and support vehicle on jack stands under the frame.
6. Disconnect air supply line to air bags.
7. Support axle with jack.
8. Remove rear wheels.



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**Figure 1. Main Support Member**

1. Support bracket
2. Bolt and nut (2, 1 shown)
3. U-bolt (2)
4. Upper bracket
5. Axle
6. Air ride spring
7. Nut
8. Main support member
9. Middle bracket
10. Lower bracket
11. U-bolt nut (4)

9. Remove nut (Figure 1, Item 7) securing main support member (Figure 1, Item 8) from air ride spring (Figure 1, Item 6).
10. Remove four U-bolt nuts (Figure 1, Item 11) from two U-bolts (Figure 1, Item 3). Save for reuse.
11. Remove two U-bolts (Figure 1, Item 3), upper bracket (Figure 1, Item 4), middle bracket (Figure 1, Item 9) and lower bracket (Figure 1, Item 10) from axle (Figure 1, Item 5).

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**SAFETY RECALL 25532**

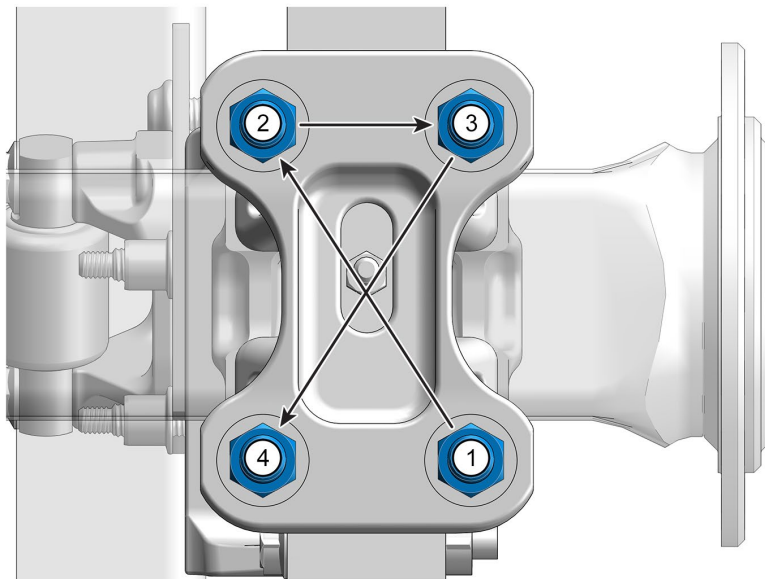
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**NOTE: Record position of shims prior to removal to ensure proper installation.**

12. Remove two bolts and two nuts (Figure 1, Item 2) securing main support member (Figure 1, Item 8) to support bracket (Figure 1, Item 1).
13. Remove main support member (Figure 1, Item 8) and discard.
14. Install new main support member (Figure 1, Item 8) and shims, as required, to support bracket (Figure 1, Item 1) with two bolts and two nuts (Figure 1, Item 2). Using torque wrench, tighten two bolts and nuts to 300 lb-ft (407 N·m).

**NOTE: Hand tighten U-bolts and nuts.**

15. Position upper bracket, middle bracket, lower bracket (Figure 1, Items 4, 9, and 10), and shims as required to main support member and axle (Figure 1, Items 5 and 8). Secure with two U-bolts and four nuts (Figure 1, Items 3 and 11).
16. Using torque wrench, tighten nut (Figure 1, Item 7) to air ride spring (Figure 1, Item 6) and main support member (Figure 1, Item 8) to 44–59 lb-ft (60–70 N·m).



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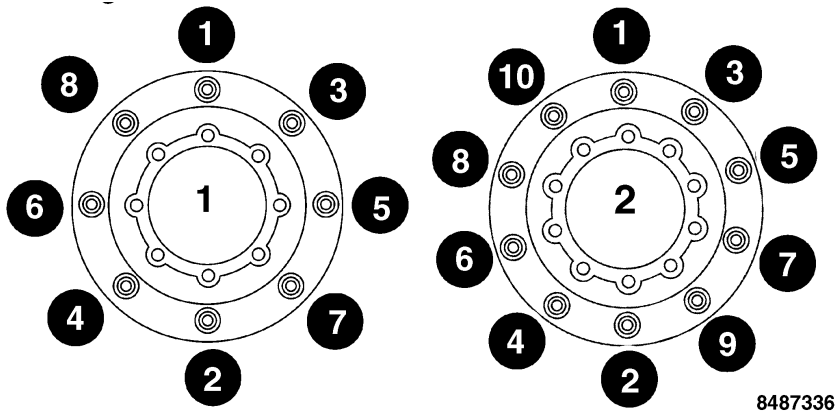
**Figure 2. U-bolts Torque Sequence**

**NOTE: U-bolts must be tightened using a staged approach to increase the bolts' load.**

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17. Using torque wrench, tighten U-bolt nuts using torque pattern sequence (Figure 2):
- Tighten nuts to 15 lb-ft (20 N·m).
  - Tighten nuts to 100 lb-ft (136 N·m).
  - Tighten nuts to 200 lb-ft (271 N·m).
  - Tighten nuts to 300 lb-ft (407 N·m).
18. Repeat Steps 9 through 17 for the other side.



**Figure 3. Flange Stud Mounts**

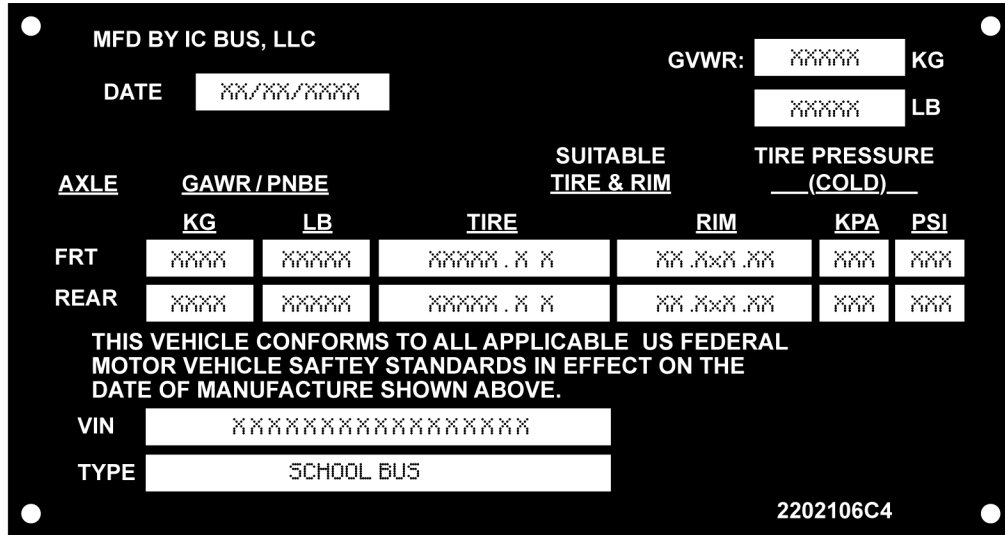
- Flange stud mount – 8 stud
- Flange stud mount – 10 stud

19. Install wheels and, using torque wrench, tighten lug nuts (Figure 3, Item 1 or 2) to 450–500 lb-ft (610–678 N·m).
20. Raise vehicle, remove jack stands, and lower vehicle to the ground.

**NOTE: Exact location of vehicle VIN / GVWR label installation can vary. Typically, the labels are placed in the interior either above the front windshield on the driver-side of vehicle or above the front passenger-side side windows.**

21. Access vehicle GVWR label.

**NOTE: There are two styles of GVWR labels, a plaque-style label installed with rivets and a sticker-style label installed with an adhesive backing.**



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**Figure 4. Plaque-Style Gross Vehicle Weight Rating (GVWR) Label**

22. Replace plaque-style GVWR label:

- a. Using drill equipped with 1/16-inch drill bit, drill out rivets and remove plaque and discard.
- b. Clean area thoroughly.
- c. Position replacement plaque, aligning holes of plaque with holes of previously removed rivets.
- d. Using rivet gun and 1/8-inch diameter rivet, install new plaque-style label.

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MFD BY IC BUS, LLC		GVWR: <u>XXXXX</u> KG	
DATE <u>XX</u> MO. <u>XXXX</u> YR.		<u>XXXXX</u> LB	
<b><u>AXLE</u></b>	<b><u>GAWR</u></b>	<b><u>SUITABLE TIRE &amp; RIM</u></b>	<b><u>TIRE PRESSURE (COLD)</u></b>
	<b><u>KG</u></b> <b><u>LB</u></b>	<b><u>TIRE</u></b>	<b><u>SINGLE</u></b> <b><u>DUAL</u></b>
		<b><u>RIM</u></b>	<b><u>kpa</u></b> <b><u>psi</u></b> <b><u>kpa</u></b> <b><u>psi</u></b>
FRONT	<u>XXXX</u> <u>XXXXX</u>	<u>XXXX.X X</u>	<u>XX.XxX.XX</u> <u>XXX</u> <u>XXX</u> <u>    </u> <u>    </u>
REAR	<u>XXXX</u> <u>XXXXX</u>	<u>XXXX.X X</u>	<u>XX.XxX.XX</u> <u>    </u> <u>    </u> <u>XXX</u> <u>XXX</u>
THIS VEHICLE CONFORMS TO ALL APPLICABLE US FEDERAL MOTOR VEHICLE SAFTEY STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.			
VIN: XXXXXXXXXXXXXXXXXXXX		TYPE: SCHOOL BUS	22021106C4

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**Figure 5. Sticker-Style Gross Vehicle Weight Rating (GVWR) Label**

23. Replace sticker-style GVWR label:

- a. Remove adhesive backing and install new VIN / GVWR label over existing label.
- b. Once VIN / GVWR label is installed, remove adhesive backing from protective cover, and install directly over VIN / GVWR label.

24. Remove wheel chocks.

**END OF SERVICE PROCEDURE**

**LABOR INFORMATION**

Operation Number	Description	Time
A40-25532-1	Remove and Replace Main Support Member, Install New VIN / GVWR Label	1.3 hrs

**Table 2** Labor Information

**NOTE: Label shipping expense should be charged in the Freight Expense Category and a copy if the invoice must be attached to the warranty claim.**

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## Recall 25523 Replacement Label Request

Email: [label.replacement@International.com](mailto:label.replacement@International.com)  
 International Truck Specialty Center  
 5975 Urbana Road  
 Springfield, Ohio 45502  
 Direct Phone: (937) 390-4216

Date Submitted: _____	Mark "✓" For GVWR Label Requested	
COMPLETE 17-CHARACTER VIN	GVWR Label for Safety Recall 25523	
NOTE: FedEx or UPS Account Number MUST be provided. Labels cannot be shipped without this information		
CHOOSE SHIPPING METHOD <small>Provide Shipping Account Number</small>		
___ FEDEX	___ UPS	___ EXPEDITED
ACCT #:	ACCT #:	*INDICATE ABOVE IF YOU WOULD LIKE YOUR FEDEX OR UPS SHIPMENT EXPEDITED*
DEALER SHIPPING / MAILING INFORMATION		
COMPANY		
ADDRESS		
CITY / ST / ZIP		
ATTENTION TO		
PHONE #		
EMAIL		

If you have any questions regarding the shipment of the label, please call 800.641.4000 and follow the prompts to the Springfield TSC (prompt 2, then 1)

## 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.



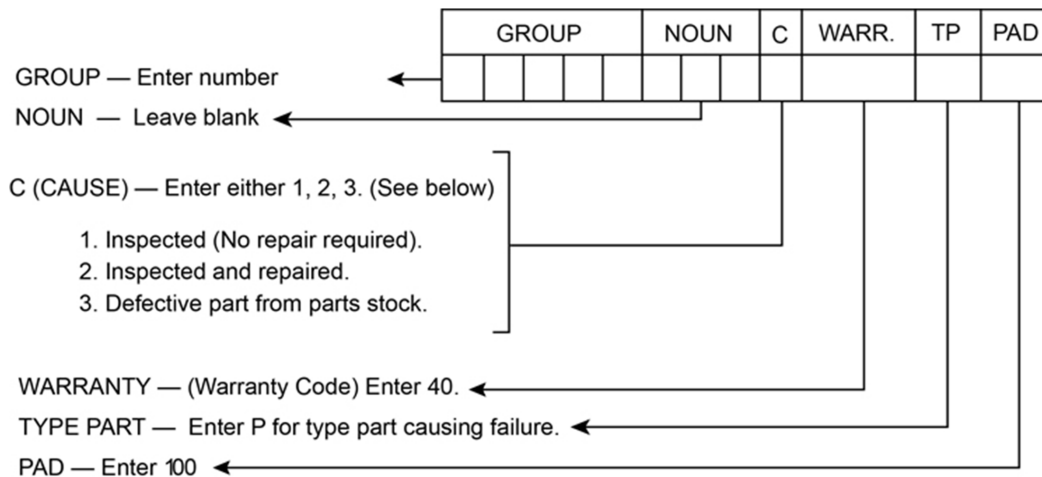
## ADMINISTRATIVE / DEALER RESPONSIBILITIES

### WARRANTY CLAIMS

Warranty claim expense is to be charged to Warranty. Claims are to be submitted in the normal manner, making reference to Emissions Recall 25523.

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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### **SAFETY RECALL 25532**

## **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. 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.

## **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**