

# ***SERVICE PROCEDURE***

**25523/25531  
May, 2026**

**SUBJECT: SAFETY RECALL 25523 Variation 25531  
2024 thru 2026 IC Bus™ CE Series school buses built  
10/17/2023 thru 10/29/2025 with the following unique  
configurations (feature codes):**  
•Air Brakes (0004091) and 10K front axles (0002AYX  
or 0002ASH)  
•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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### **VEHICLE RECALL 25531**

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## **MODELS INVOLVED**

This safety recall involves certain 2024 thru 2026 IC Bus™ CE Series school buses built 10/17/2023 thru 10/29/2025 with the following unique configurations (feature codes):

- Air Brakes (0004091) and 10K front axles (0002AYX or 0002ASH)
- 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 Safety Recall 25531. 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>Fastener Location</b>	<b>Quantity</b>
1663980C1	BOLT / HEX HD FLANGED 3/4-16UNRF X 6 1/4	Foreword Front Shackle Hanger	2
1667431C1	BOLT / HEX HD FLANGED 3/4-16UNRF X 6.0	Rearward Front Shackle Hanger	2
416743C2	NUT / HEX LOCK FLG 3/4- 16UNF, PHC	Front and Rear Shackle Hangers	4
3533198C92	SPRING, CHASSIS FRONT / 12K TAPERED LEAF W/RUBBER BUSHINGS	Front Axle	2
453884C1	BOLT / - U STYLE (050)	Front Axle	4
1675448C1	NUT / HEX FLGD LOCK 3/4 X 16UNF-2B	Front Axle U-bolt	8
40203R1	BOLT / M16 X 90	Upper Shock Bolt	2
31078R1	BOLT / M16 X 120MM	Lower Shock Bolt	2
30756R1	NUT / M16, HEX PREV TORQUE FLANGE NUT CL 10	Upper and Lower Shock Bolt	4
4580601C1	ABSORBER, SHOCK	Front Axle	2
Source Locally	1/8-IN POP RIVET (Plaque-style GVWR Label)	Inside the Cab	4

**Table 1** Parts Information

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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.

**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.

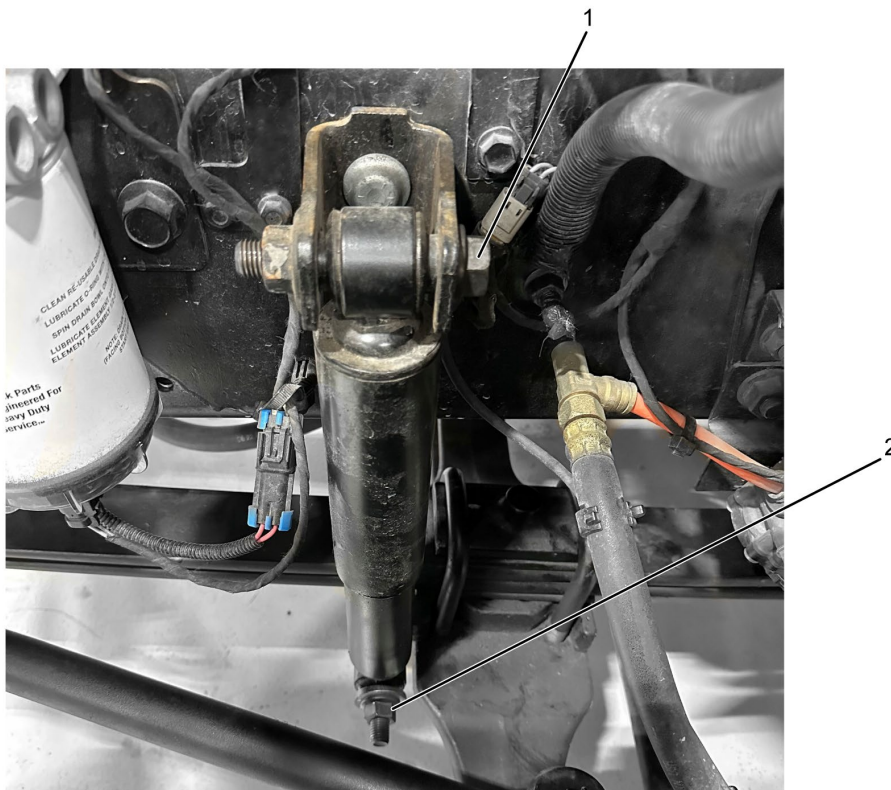
**NOTE:** Certain steps in this procedure may require assistance from an additional technician.

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.
5. Unlatch and open hood.

**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.

- Using jack, raise front axle and support vehicle on jack stands under the frame. Ensure there is a clearance of 4 inches between the bottom of tires and shop floor.
- Lower the axle and leave jack under axle for additional support.
- Remove front wheel and tire assembly.
- Remove inner fender, and save fasteners for reuse.

**NOTE:** Ensure that the upper bolt is removed.



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**Figure 1. Shock Absorber Assembly**

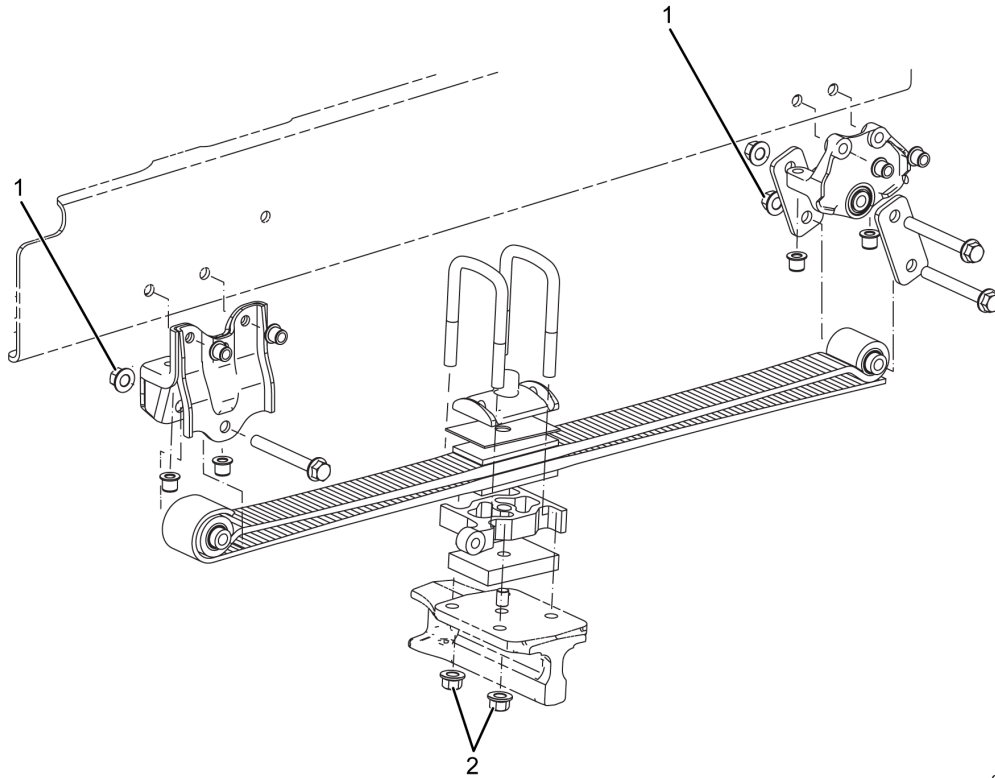
- Upper bolt
- Lower bolt, nut, washer

- Access shock absorber assembly, then remove upper bolt (Figure 1, Item 1) and lower bolt, nut, and washers (Figure 1, Item 2) and discard. Remove shock and discard.

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**Figure 2. Steer Axle Shackle and U-Bolt**

- 1. Nut (2)
- 2. U-bolt nut (4, 2 shown)

11. Access and remove four U-bolt nuts (Figure 2, Item 2) securing each U-bolt to axle. Discard U-bolt nuts.
12. Remove both U-bolts and discard.
13. Remove top U-bolt plate from top of springs. Save for reuse.
14. Access and remove rear lower shackle nut (Figure 2, Item 1).
15. Access and remove front lower shackle nut (Figure 2, Item 1).

**NOTE: Steps 16 and 17 apply to the driver-side of vehicle.**

16. Remove cotter pin and castle nut securing drag arm to steering gear and save for reuse.
17. Reposition drag arm to allow clearance for the front shackle bolt.

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**VEHICLE RECALL 25531**

**NOTE: It may be necessary to raise or lower the axle to relieve necessary tension to remove the front and rear shackle bolts.**

18. Remove the front and rear lower shackle bolt.
19. Access and remove spring pin bolt and discard.
20. Using jack, lower front axle and leave jack under axle for additional support.
21. Remove front spring.
22. Position and loosely install new front spring.
23. Position top U-bolt plate on spring. Install new U-bolts through axle seats and slightly tighten four nuts to prevent the axle from moving.

**NOTE: It may be necessary to raise or lower the axle to align spring pin bolt.**

24. Using jack, slowly raise axle to align spring pin hole to front steer axle shackle. Position spring pin bolt.

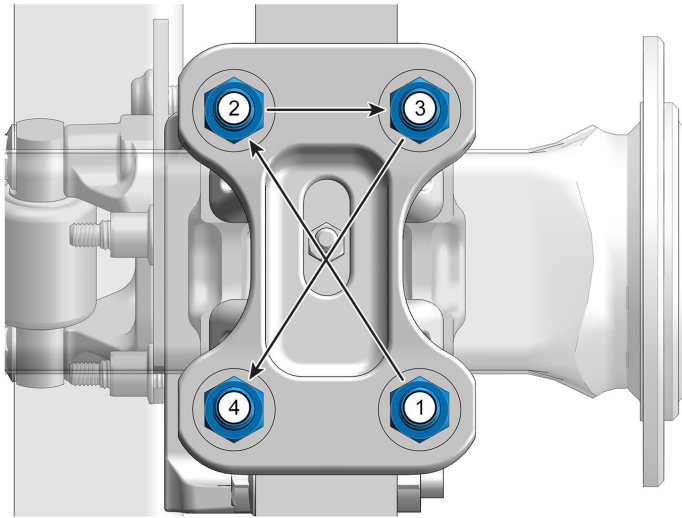
**NOTE: It may be necessary to raise or lower the axle to align the front and rear shackle bolts.**

**NOTE: Refer to Table 1 for fastener locations when installing fasteners.**

25. Position the front and rear lower shackle bolt into front steer axle shackle.
26. Install spring pin nuts to spring pin bolts. Using a torque wrench, tighten all four of previously installed spring nuts to 330–370 lb-ft (450–500 N·m).

**NOTE: Steps 27–29 apply to the driver-side of vehicle.**

27. Reposition drag arm to allow clearance for the front shackle bolt.
28. Install castle nut securing drag arm to steering gear. Using torque wrench, tighten castle nut to 120–170 lb-ft (163–230 N·m).
29. Install cotter pin through castle nut.



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**Figure 3. U-Bolt Torque Sequence**

30. Access four nuts securing U-bolt to axle.

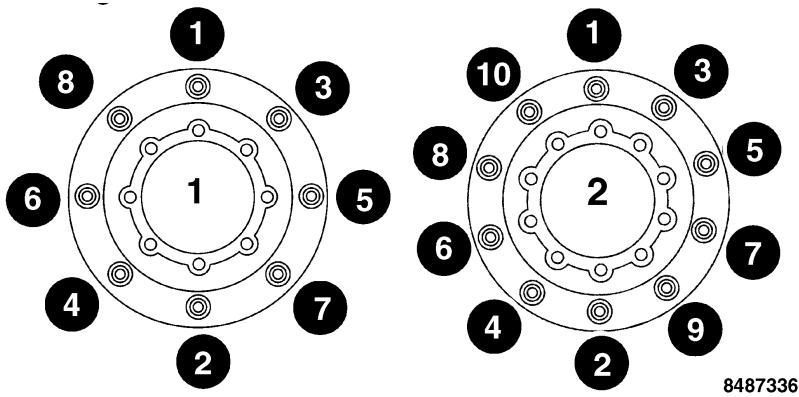
**NOTE: U-bolts must be tightened using a staged approach to increase the bolts' load.**

31. Using torque wrench, tighten U-bolts using torque pattern sequence (Figure 3):

- a) Tighten nuts to 15 lb-ft (20 N·m)
- b) Tighten nuts to 100 lb-ft (136 N·m)
- c) Tighten nuts to 200 lb-ft (271 N·m)
- d) Tighten nuts to 300 lb-ft (407 N·m).

32. Install new shock with new bolts and nuts. Using torque wrench, tighten nuts to 162 lb-ft (220 N·m).

33. Repeat Steps 10 through 32 for opposite side.



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**Figure 4. Flange Stud Mounts**

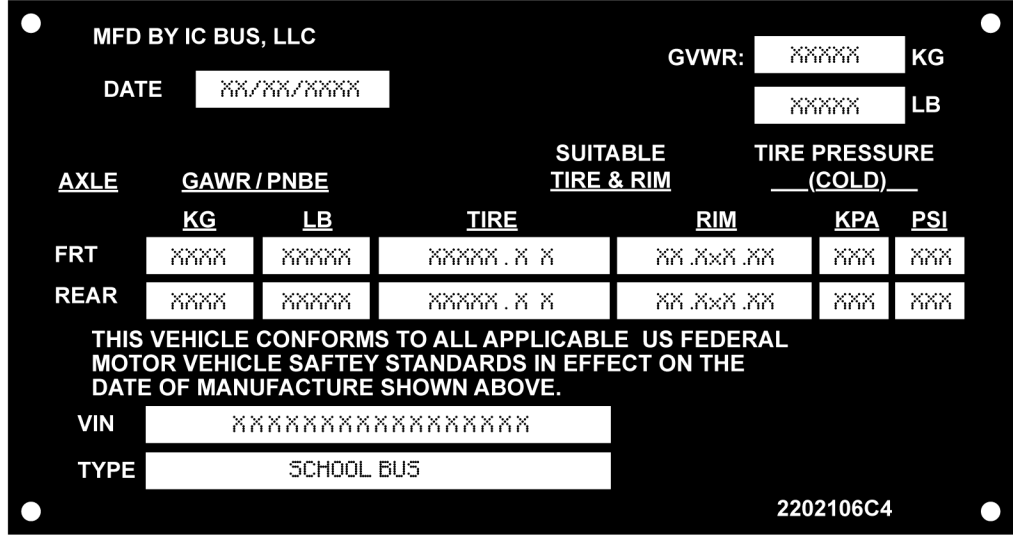
1. Flange stud mount – 8 stud
2. Flange stud mount – 10 stud

34. Install wheels and, using torque wrench, tighten lug nuts (Figure 4, Item 1 or 2) to 450–500 lb-ft (610–678 N·m).
35. 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.**

36. 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 5. Plaque-Style Gross Vehicle Weight Rating (GVWR) Label**

37. 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.

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>XXXXXX</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>XXXXXX</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 SAFETY STANDARDS IN EFFECT ON THE DATE OF MANUFACTURE SHOWN ABOVE.			
VIN: XXXXXXXXXXXXXXXXX		TYPE: SCHOOL BUS	22021106C4

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**Figure 6. Sticker-Style Gross Vehicle Weight Rating (GVWR) Label**

38. 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.

39. Close and latch hood.

40. Remove wheel chocks.

## END OF SERVICE PROCEDURE

### LABOR INFORMATION

Operation Number	Description	Time
A40-25531-1	Remove and Replace Front Shocks and Springs, Install New VIN / GVWR Label	1.6 hrs

**Table 2** Labor Information

**NOTE: Label shipping expense should be charged in the Freight Expense Category and a copy of 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.



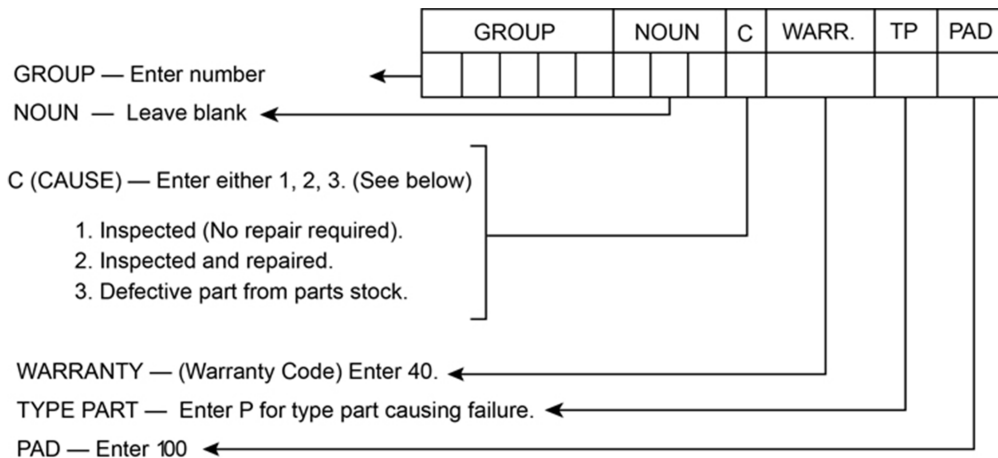
## ADMINISTRATIVE / DEALER RESPONSIBILITIES

### WARRANTY CLAIMS

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