

SERVICE PROCEDURE

25527
February 2026

SUBJECT: SAFETY RECALL

Q'Straint® wheelchair securement in certain 2026 IC Bus™ CE Series commercial bus models built 05/13/2025 equipped with Q'Straint® wheelchair securement configuration feature code 0049HHK - (10) track tiedown retractable

CUSTOMER LETTER

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

DEFECT DESCRIPTION

Retractor may not lock.

An unlocked retractor will not properly secure a wheelchair and place the passenger at a risk of serious injury or death during normal vehicle travel, emergency maneuvers, or a crash.

MODELS INVOLVED

This safety recall involves certain 2026 IC Bus™ CE Series commercial bus model built 05/13/2025 equipped with Q'Straint wheelchair securement configuration feature code 0049HHK - (10) track tiedown retractable.

ELIGIBILITY

This procedure applies ONLY to vehicles marked in the International® Service PortalSM with Safety Recall 25527. Also complete any other open campaigns listed on the Service Portal at this time.

VEHICLE RECALL 25527

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TOOL INFORMATION

Description	Tool Number
Belt cutter	Source Locally

Table 1 Tool Information

PARTS INFORMATION

NOTE: Please ensure the appropriate retractor(s) with fitting(s) are replaced per the working instructions in this document. Do not preorder parts. Inspection of retractor(s) is required.


Part Number	Part Description	Quantity	Image
Q86209L	Q8-6209-L QRT-Max Without Knobs Positive Lock Indicator (PLI) fitting	As Needed	

Table 2 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.

VEHICLE RECALL 25527

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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 or Neutral and set parking brake.
3. Turn vehicle ignition to Key OFF position.
4. Install wheel chocks.

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Figure 1. Q'Straint® Wheelchair Securement Retractor Type
1. QTR MAX Retractor without two knobs

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Figure 2. Identification Tag Location

1. Identification tag

NOTE: The Q'Straint® wheelchair securement retractors are located either in a pocket mounted to the interior wall of the bus where the wheelchair would be situated, or fastened to the bus floor.

5. Locate retractor identification tag (Figure 2, Item 1) on belt.

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Figure 3. Requirement Numbers Without Knobs

1. Part number Q8-6209
 2. Lot number 58957
 3. Lot identification number 0325
6. Determine if identification tag numbers match all three requirement numbers on retractor without knobs:
- a. If identification tag numbers do not match all three, two, or fewer requirement numbers (Figure 3, Items 1, 2, and 3), replacement is not required. Go to Step 10.
 - b. If identification tag numbers match all three requirements (Figure 3, Items 1, 2, and 3), replacement is required. Go to Step 7.

VEHICLE RECALL 25527



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Figure 4. Hook and Identification Tag Section

1. Retractor
2. Hook and identification tag section

WARNING! To prevent personal injury and / or death, or damage to property, remove all appropriate retractors from service that match all three requirements. Do not use!

7. Using a belt cutter, cut webbing near hook and identification tag section (Figure 4, Item 2).
8. Repeat Steps 5 through 7 for all appropriate retractors without two knobs.
9. Using Table 2 Parts Information, order appropriate retractor(s). Discard cut retractor(s).
10. Once all retractors have been inspected and verified, continue to next step.
11. Remove wheel chocks.

END OF SERVICE PROCEDURE

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LABOR INFORMATION

Operation Number	Description	Time
A40-25527-1	Inspect all retractors	0.3 hrs.
A40-25527-2	Inspect and replace retractors as required	0.5 hrs.

Table 3 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 25527.

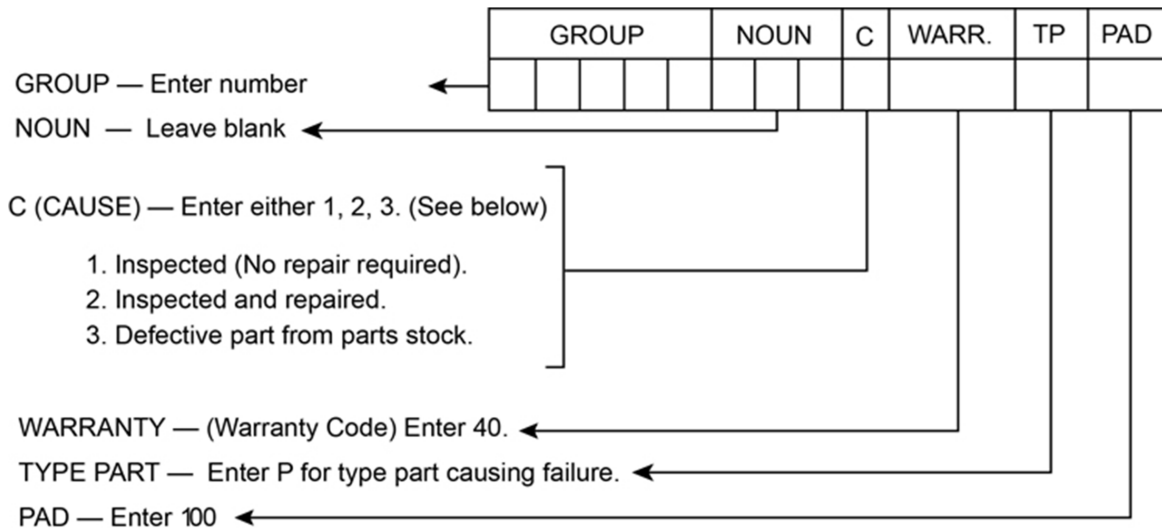
Section 7 of the Warranty Policy and Procedures manual contains further information related to the submission and processing of AFC/Recall claims.

NOTE: For all claims with T-time labor; technician time punches and comments must be attached to your claim submission in iClaim.

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, a barrel of oil, or a 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. 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.

VEHICLE RECALL 25527

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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.

VEHICLE RECALL 25527

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.

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VEHICLE RECALL 25527

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