



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

international.com

IMPORTANT SAFETY RECALL 26508

July 2026

NHTSA RECALL NO. 26V364

This notice applies to your vehicle identified on the enclosed card.

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 2027 IC Bus™ CE Series school buses built 11/11/2025 thru 04/07/2026 with the following Q'Straint wheelchair securement configurations (feature codes):

- 3 WC/OCC TIE DOWN Q'STRAIT QRT-360 (0049JCK)
- 2 WC/OCC TIE DOWN Q'STRAIT QRT-360 (0049JCU)
- 1 WC/OCC TIE DOWN ONLY Q'STRAIT QRT-360 (0049NGK)
- 2 WC/OCC TIE DOWN ONLY Q'STRAIT QRT-360 (0049NGL)
- 3 WC/OCC TIE DOWN ONLY Q'STRAIT QRT-360 (0049NGM)
- 4 WC/OCC TIE DOWN ONLY Q'STRAIT QRT-360 (0049NGN)

REASON FOR THIS SAFETY RECALL

Retractor may not lock.

RISK TO MOTOR VEHICLE SAFETY

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.

DEFECT REMEDY

The remedy will involve inspecting retractors for suspect lot codes and replacing them as necessary. The repair will be performed free of charge and take approximately an hour 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 11/11/2025 thru 07/31/2026. 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.