

SERVICE PROCEDURE

26504
April, 2026

SUBJECT: SAFETY RECALL
2023 thru 2027 IC Bus™ CE Series school buses
built 01/10/2023 thru 02/17/2026 and 2025 thru 2027
IC Bus™ Electric CE Series school buses built
02/08/2024 thru 02/12/2026 with side emergency
exit doors, right or left (feature codes 0047DJC,
0047DCL, or 0047DCP).

CUSTOMER LETTER

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

DEFECT DESCRIPTION

Certain school buses fail to comply with the requirements of Federal Motor Vehicle Safety Standard 221 Section 5.1, "School Bus Body Joint Strength." The side emergency door interior vertical joints were built without sufficient epoxy coverage.

In the event of a crash, the interior joint may separate.

MODELS INVOLVED

This safety recall involves certain 2023 thru 2027 IC Bus™ CE Series school buses built 01/10/2023 thru 02/17/2026 and 2025 thru 2027 IC Bus™ Electric CE Series school buses built 02/08/2024 thru 02/12/2026 with side emergency exit doors, right or left (feature codes 0047DJC, 0047DCL or 0047DCP).

ELIGIBILITY

This procedure applies ONLY to vehicles marked in the International® Service PortalSM with Safety Recall **26504**. Also complete any other open campaigns listed on the Service Portal at this time.

VEHICLE RECALL 26504

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TOOLS INFORMATION

Tool Number	Tool Description	Quantity
Source locally	Drill	1
Source locally	#21 drill bit, 0.1590 in (4.0386 mm) diameter	As Required

Table 1 Tools Information

PARTS INFORMATION

Part Number	Part Description	Quantity
8900393R91	Screw (Package of 50 screws)	1
Purchase Locally	Interior Paint	As Required

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.

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

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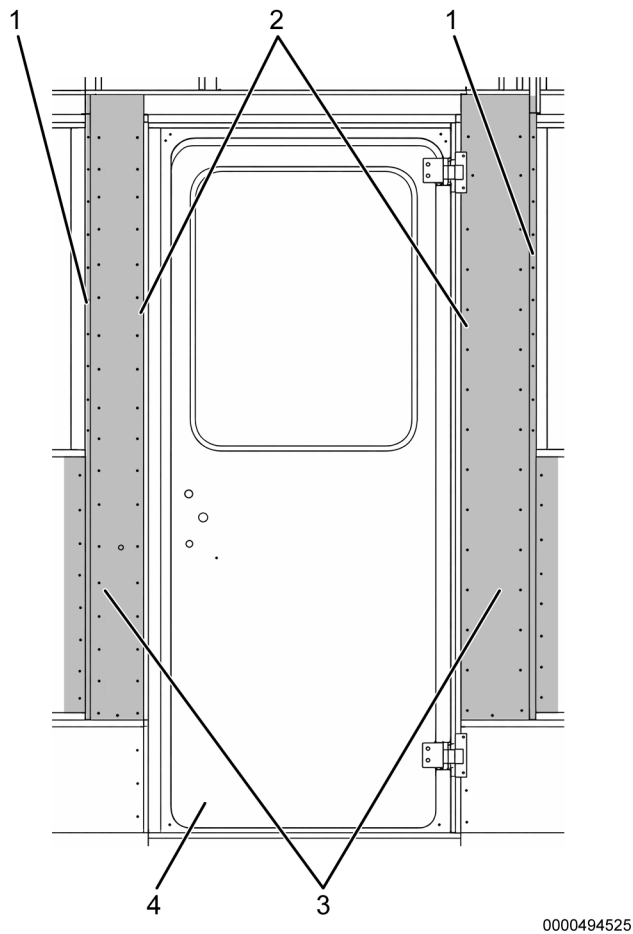
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WARNING! To prevent personal injury and / or death, or damage to property, allow engine / vehicle components to cool before servicing.

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.

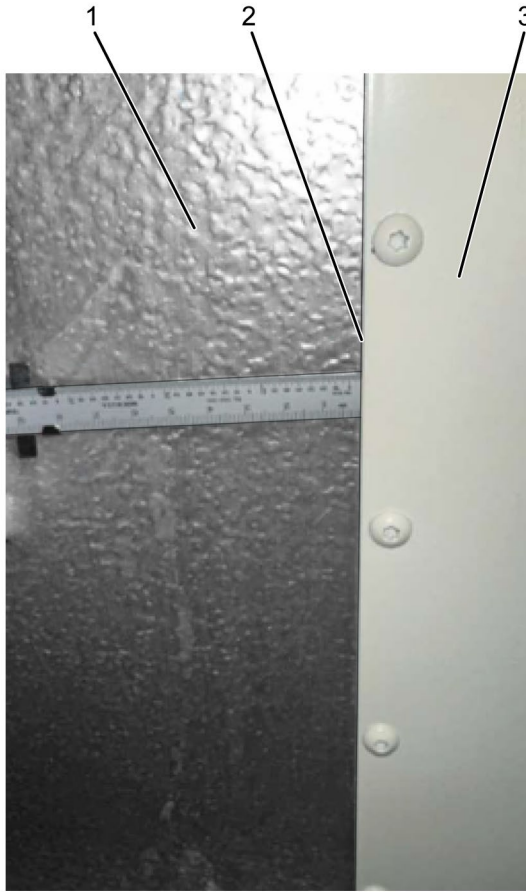


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Figure 1. Side Emergency Door (SED)

- 1. Window frame, fore and aft of SED
- 2. Zone 1, upper inner row of screws
- 3. Zone 2, lower inner and outer rows of screws, below window line
- 4. Side Emergency Door (SED)

5. Inspect zone 1 (Figure 1, Item 2) and zone 2 (Figure 1, Item 3) for epoxy.



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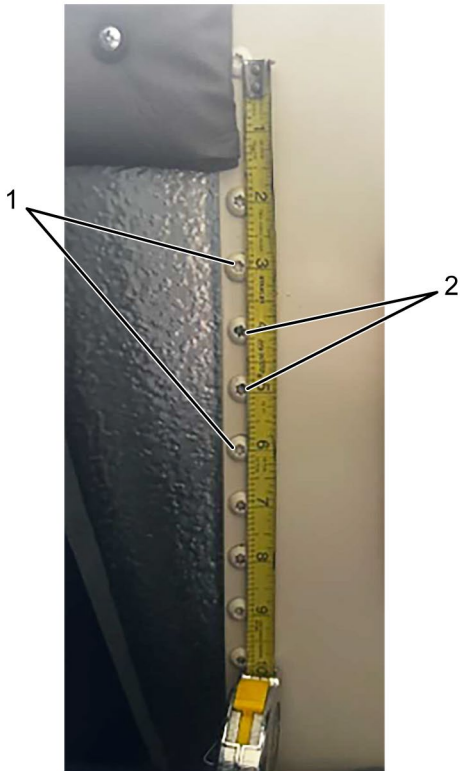
Figure 2. Inspecting for Epoxy

1. Inner panel
 2. Area to be inspected
 3. Outer panel
-
6. Using mechanic's ruler or a .030-inch feeler gauge, try to insert it between the inner panel (Figure 2, Item 1) and the outer panel (Figure 2, Item 3), in the area to be inspected (Figure 2, Item 2).
 7. Mark each area where insertion was found.
 8. Determine whether or not the mechanic's ruler or feeler gauge could be inserted in any areas in zone 1 and zone 2.
 - a. If no areas were found, proceed to Step 16.
 - b. If an area(s) was found, proceed to next step.

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9. For the areas that were found in Step 7, using a tape measure and marker, measure between the two screws that are currently in the panel and make a mark every inch. Continue this process for all areas found in Step 7.
10. With a center punch and a hammer, mark each area that was marked in Step 9 in a straight line with the existing screws.
11. Using a drill with a #21 drill bit, 0.1590 in (4.0386 mm) diameter drill bit, drill each hole that was marked in Step 7.



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Figure 3. Hole Locations

1. Existing screw
2. New screw

12. Install new screws (Figure 3, Item 2) into each hole that was drilled, next to the existing screws (Figure 3, Item 1) and then tighten the screw, ensuring not to overtighten and strip the screw.
13. Clean drill filings from bus floor.
14. Using masking tape, mask off the area where screws were added.

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15. Paint the screws using a spray can or a brush.
16. Remove wheel chocks.

END OF SERVICE PROCEDURE

LABOR INFORMATION

Operation Number	Description	Time
A40-26504-1	Inspect for gaps under panels	0.3 hrs
A40-26504-2	Inspect for gaps, install 1 to 25 screws and paint	1.5 hrs
A40-26504-3	Installation of 10 additional screws and paint	0.3 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.



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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 26504.

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.

	GROUP	NOUN	C	WARR.	TP	PAD
GROUP — Enter number						
NOUN — Leave blank						
C (CAUSE) — Enter either 1, 2, 3. (See below)						
1. Inspected (No repair required).						
2. Inspected and repaired.						
3. Defective part from parts stock.						
WARRANTY — (Warranty Code) Enter 40.						
TYPE PART — Enter P for type part causing failure.						
PAD — Enter 100						

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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.

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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.

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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.

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