

SERVICE PROCEDURE

26508
July 2026

SUBJECT: SAFETY RECALL

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

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

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.

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MODELS INVOLVED

This safety recall involves certain 2027 IC Bus™ CE Series school buses built 11/11/2025 thru 04/07/2026 equipped with Q'Straint® wheelchair securement configurations (feature codes):

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

ELIGIBILITY

This procedure applies ONLY to vehicles marked in the International® Service PortalSM with Safety Recall 26508. Also complete any other open campaigns listed on the Service Portal at this time.

TOOL INFORMATION

Description	Tool Number
Belt cutter or equivalent	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.

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Part Number	Part Description	Quantity	Image
Q011012	QRT-360 Positive Lock Indicator (PLI) fitting	As Needed	 A silver metal fitting with a black braided hose attached. It has a circular indicator window on the front. Part number 0000494926 is visible in the bottom right corner of the image.
Q011022	QRT-360 Slide N Click (SNC) fitting	As Needed	 A silver metal fitting with a black braided hose attached. It has a circular indicator window on the front. Part number 0000494927 is visible in the bottom right corner of the image.

Table 2 Parts Information

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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, always wear safe eye protection with side shields when performing vehicle maintenance.

1. Park vehicle on a dry and level 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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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.



0000493087

Figure 1. Identification Tag Location

1. Identification tag

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



0000494928

Figure 2. Requirements With Retractor

1. Part number Q011002
2. Date of manufacture SEP-25
3. Date of manufacture AUG-25

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1. Retractor
2. Hook and identification tag section

7. Using a belt cutter or equivalent, cut webbing near hook and identification tag section (Figure 3, Item 2).
8. Repeat Steps 6 and 7 for all appropriate retractors.
9. Using Table 2 Parts Information, order appropriate retractor(s).
10. Remove wheel chocks.

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LABOR INFORMATION

Operation Number	Description	Time
A40-26508-1	Inspect All Retractors	0.3 hrs.
A40-26508-2	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 26508.

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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GROUP	NOUN	C	WARR.	TP	PAD
GROUP — Enter number	NOUN — Leave blank	C (CAUSE) — Enter either 1, 2, 3. (See below)	WARRANTY — (Warranty Code) Enter 40.	TYPE PART — Enter P for type part causing failure.	PAD — Enter 100

1. Inspected (No repair required).

2. Inspected and repaired.

3. Defective part from parts stock.

0000047910

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.

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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.

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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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