SERVICE PROCEDURE

26512
August, 2026

SUBJECT: SAFETY RECALL
Bus Side Panel Epoxy in certain 2025 thru 2027 IC Bus™ CE Series commercial buses built 04/16/2024 thru 01/22/2026 fails to conform to Federal Motor Vehicle Safety Standard No. 221, “School Bus Body Joint Strength."

CUSTOMER LETTER

Print ready (PDF file) copy of the Customer Letter

DEFECT DESCRIPTION

Certain commercial buses fail to comply with the requirements of Federal Motor Vehicle Safety Standard 221 Section 5.1, “School Bus Body Joint Strength." The driver window panel and entrance door vertical joints may have been produced without sufficient epoxy coverage.

In the event of a crash, the exterior joint may separate, increasing the risk of injury to occupants in the vicinity of the affected joint(s).

MODELS INVOLVED

This safety recall involves certain 2025 thru 2027 IC Bus™ CE Series commercial buses built 04/16/2024 thru 01/22/2026, which fail to conform to Federal Motor Vehicle Safety Standard No. 221, “School Bus Body Joint Strength."

ELIGIBILITY

This procedure applies ONLY to vehicles marked in the International® Service Portal℠ with Safety Recall 26512. Also complete any other open campaigns listed on the Service Portal at this time.

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PARTS INFORMATION

NOTE: You will need to order 28 rivets for each bus. The rivets will come 28 pieces in a package. When submitting your warranty claim, you need to charge out 28 rivets.

Part Number	Part Description	Quantity
8900294R91	Rivet, Magna-Lok® 1/4 in	28
Obtain Locally	Body Color Exterior Paint	As Required

Table 1 Parts Information

TOOLS INFORMATION

IMPORTANT: It is recommended to use a new drill bit for this procedure.

Description	Tool Number
Ladder or rolling stepwell	N/A
Tape measure	N/A
Air drill or equivalent	N/A
H sized drill bit 0.266 in (6.76 mm) diameter	N/A
Automatic center punch or equivalent	N/A
Drill stops for size drill bits	N/A
Magna-Lok rivet gun	N/A
Masking tape or equivalent	N/A
Small paint brush	N/A
Dry erase marker	N/A
Shop towels / rags	N/A
Cutting oil	N/A
Straight edge	N/A

Table 2 Tools 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.

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

WARNING! **To prevent personal injury and / or death, or damage to property, work on a ladder of appropriate size. DO NOT lean outside of the footprint of the ladder. Leaning outside the footprint of the ladder may stress the ladder, resulting in ladder failure or falling. Consult your OSHA representative for guidance.**

WARNING! **To prevent personal injury and / or death, or damage to property, work on a rolling stepwell of appropriate size. ALWAYS ensure the stepwell lock is engaged prior to use. ALWAYS use the handrails whenever ascending or descending the steps. DO NOT lean outside of the footprint of the stepwell. Leaning outside the footprint of the stepwell may stress the stepwell, resulting in the stepwell failure or falling. Consult your OSHA representative for guidance.**

CAUTION! **To prevent damage to property, ensure that the drill stop does not shift on the drill bit and cause drilling deeper into the panel which may result in additional component / interior damage.**

IMPORTANT: Portions of this repair procedure must be performed using a ladder or rolling stepwell. Please refer to the Warnings depicted in this document and consult your facility's OSHA guidelines related to safety requirements before performing this procedure.

NOTE: Photos depicted in this document are shown from the driver-side of the vehicle. Passenger-side is typical.

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. Painted Rivets

NOTE: When painting the rivets, ensure only a thin layer of coating is applied to the mandrel and mandrel pin. Excessive amount of paint will cause the rivet gun to jam. The rivets will get a second coating of paint after they are installed.

5. Prior to performing procedure, paint rivets with exterior paint (Figure 1).



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Figure 2. Covered Stop Arm

6. Prior to performing procedure, cover stop arm mechanism with a seat cover, shop towel, shop rag, or similar item (Figure 2).

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Figure 3. Tape Placement
1. Front of drip rail

NOTE: It is recommended to use painting tape or masking tape of 2 1/2 in (63.5 mm) width for ease of placement.

NOTE: Do not cover spot welds at the window edge.

7. Using painting tape, masking tape, or equivalent, align edge of tape to front of drip rail (Figure 3, Item 1) and adhere tape to the top of the rub rail.

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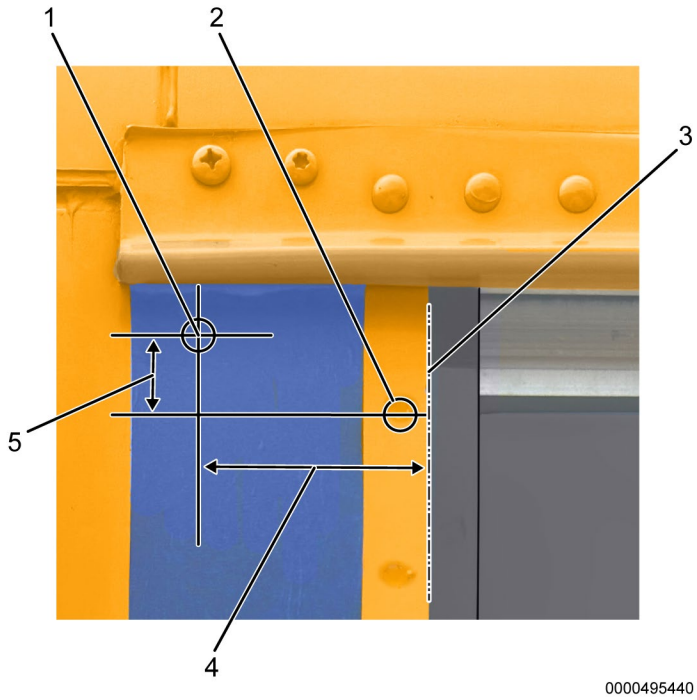


Figure 4. Measurement Driver-Side (Top)

1. New drilling area
2. Spot weld
3. Edge of body
4. Horizontal measurement 2 5/8 in (66.7 mm)
5. Vertical measurement 1 in (25.4 mm)

8. Using a tape measure and dry erase marker, take measurements from upper spot weld location (Figure 4, Item 2):

    a. From edge of body (Figure 4, Item 3), measure horizontally 2 5/8 in (66.7 mm) (Figure 4, Item 4) forward and mark area.

    b. From edge of horizontal measurement, measure vertically 1 in (25.4 mm) (Figure 4, Item 5) upward and mark new drilling area (Figure 4, Item 1).

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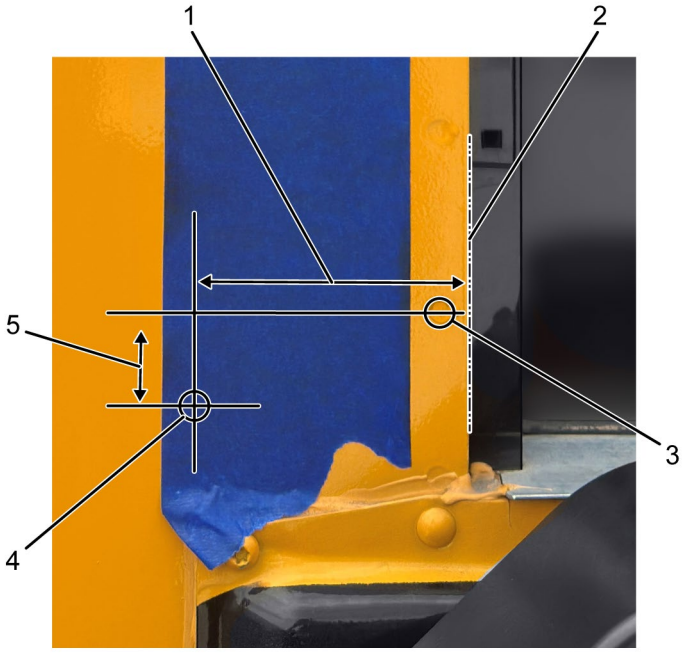


Figure 5. Measurement Driver-Side (Bottom)

1. Horizontal measurement 2 5/8 in (66.7 mm)
2. Edge of body
3. Spot weld
4. New drilling area
5. Vertical measurement 1 in (25.4 mm)

9. Using a tape measure and dry erase marker, take measurements from lowest spot weld location (Figure 5, Item 3).

    a. From edge of body (Figure 5, Item 2), measure horizontally 2 5/8 in (66.7 mm) (Figure 5, Item 1) forward and mark area.

    b. From edge of horizontal measurement, measure vertically 1 in (25.4 mm) (Figure 5, Item 5) downward and mark new drilling area (Figure 5, Item 4).

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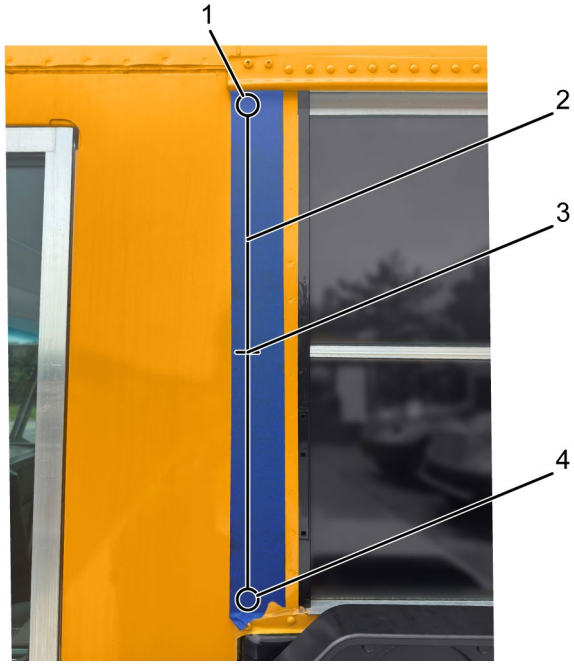


Figure 6. Connecting Top Mark Area to Bottom Mark Area

1. Top mark area
2. Line connection
3. Middle mark area
4. Bottom mark area

10. From edge of body between top mark area (Figure 6, Item 1) and bottom mark area (Figure 6, Item 4), measure 2 5/8 in (66.7 mm) forward and middle mark area (Figure 6, Item 3).

11. Using straight edge, draw a line aligning top mark area (Figure 6, Item 1) through middle and bottom mark area (Figure 6, Items 3 and 4).

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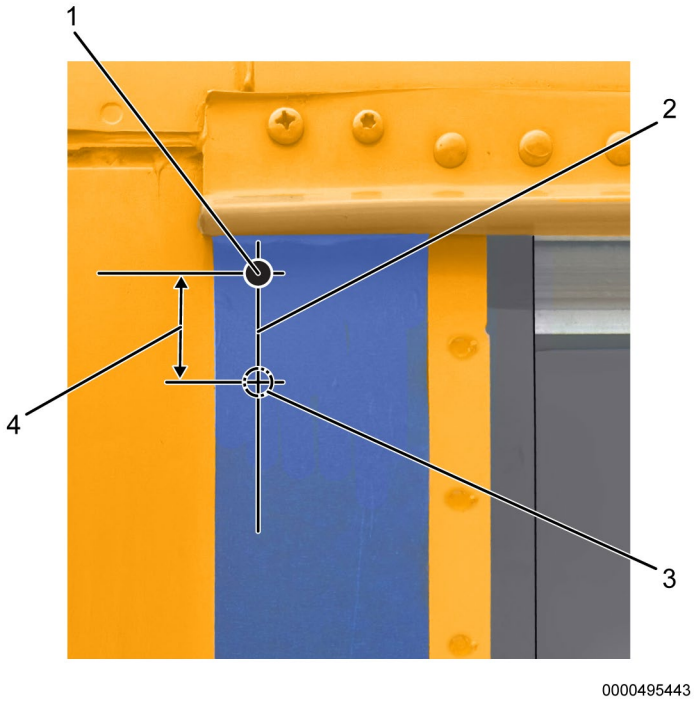


Figure 7. Measurement for Drilling Location

1. Top mark area
2. Straight edge marked line
3. New drill area
4. Vertical measurement 2 in (51 mm)

NOTE: There are a total of 14 drill locations for each side of the vehicle. Drill location marks should align with existing rivets shown on the drip rail.

12. Using tape measurement, from top mark area (Figure 7, Item 1), measure vertically 2 in (51 mm) (Figure 7, Item 4) downward and place a mark area on the line previously drawn. Continue to measure down 2 in and marking the tape until the bottom of the panel.

13. To assist in drilling the holes, use an automatic center punch or equivalent and recorded measurements, then punch each mark.

CAUTION! To prevent damage to property, ensure that the drill stop does not shift on the drill bit and cause drilling deeper into the panel which may result in additional component / interior damage.

NOTE: Periodically check drill stop depth measurement. Drill stop should measure 0.5 in (12.7 mm) for depth.

NOTE: It is recommended to use cutting oil while drilling.

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14. Using drill with H size bit and correct sized drill stop, install and set drill stop to 0.5 in (12.7 mm) depth.

15. Using drill with H size bit and drill stop, drill a hole in each existing pilot hole. Deburr holes to ensure holes are free of burrs and / or debris.

16. Carefully remove masking tape from body panel.

17. Using exterior body paint and a small paint brush, apply paint to the edge of each recently drilled hole to prevent corrosion.

18. Using Magna-Lok rivet gun or equivalent with 1/4-in Magna-Lok rivet, install a rivet in each previously drilled hole.

19. Using exterior body paint and a small paint brush, apply paint to each bare rivet stem.

20. Brush any drill shavings from exterior body to prevent rust streaks.

21. Remove cover from stop arm.

22. Repeat Steps 7–20 for passenger-side of vehicle.

23. Remove wheel chocks.

END OF SERVICE PROCEDURE

LABOR INFORMATION

Operation Number	Description	Time
A40-26512-1	Pre-paint, Install Rivets and Touch-up Paint on Rivets	1.8 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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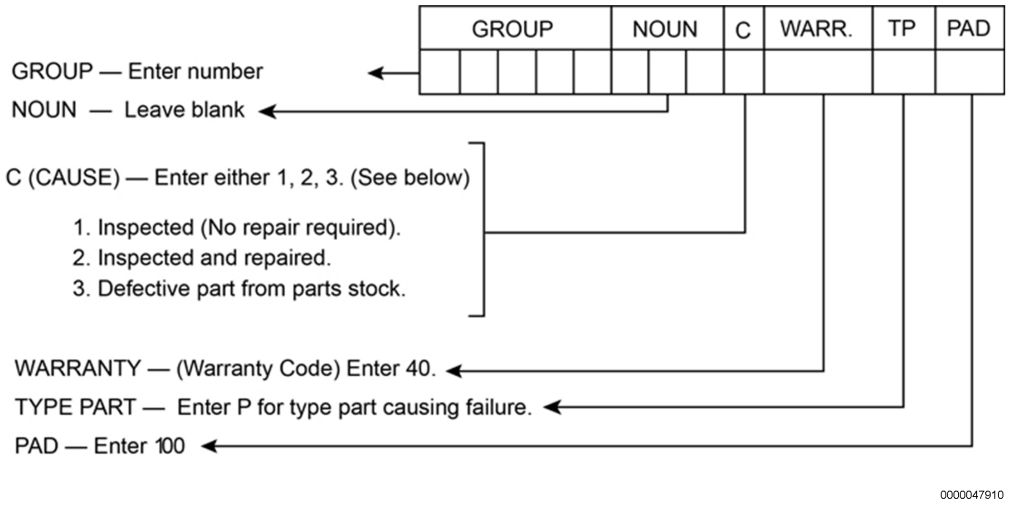
ADMINISTRATIVE / DEALER RESPONSIBILITIES

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 26512.

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.



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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