



# VEHICLE RECALL

**G-02501**  
**March, 2002**

**SUBJECT:      VEHICLE RECALL (U.S., EXPORT)**  
**Under-Torqued Mounting Bolts on International**  
**Ride Optimized Air Suspensions (IROS) on 4300 &**  
**4400 Models Built from 10/24/00 through 10/30/01.**

## **DEFECT DESCRIPTION**

There is a right and left main support member on the IROS rear suspension that mounts between the air spring, main support member frame hanger bracket, and the axle (see Figure 1, page 2). The function of the main support members is to provide support and location for the axle. Two bolts and nuts hold the ends of the bar pin, found in each main support member end bushing, to the frame mounted main support member hanger. During assembly, those bolts and nuts were not tightened to the required torque specification of 500 to 625 NM.

With less than the specified clamp load, the nuts can become loose and un-thread completely, or the bolts could fracture from fatigue. Either of these conditions could cause the connection to fail during the life of the vehicle which could result in a sudden loss of control of the vehicle and possibly a vehicular accident, property damage, or personal injury or death.

## **MODELS INVOLVED AND SPECIFIC BUILD DATES**

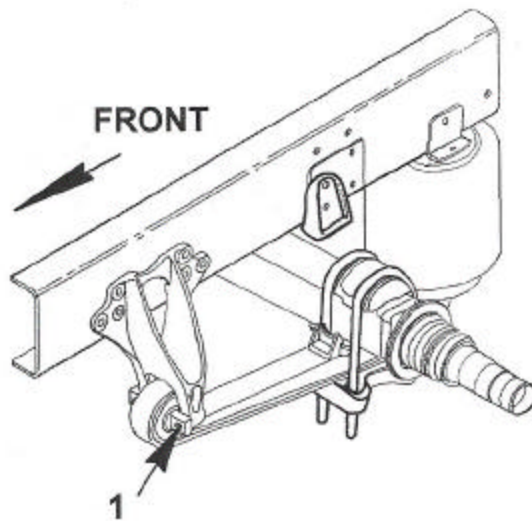
Only 4300 and 4400 models built at the Springfield Assembly Plant from 10/24/00 through 10/30/01 with suspension codes 14TBJ, 14TBL, 14TBM or 14TBN.

## **OWNER NOTIFICATION**

International Truck and Engine Corporation will notify owners of these vehicles about this campaign. A copy of the owner letter is attached. During the recall process, a listing of owner names and addresses will be furnished to the involved dealers to enable dealers to follow up with owners and have the vehicles corrected. You must limit the use of this listing 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.

## **SERVICE PROCEDURE**

**INTRODUCTION:** Replace all four bolts and nuts on all vehicles in this campaign. There is no inspection option for this Safety Recall. Use one kit (8900081R91) per vehicle, which contains four locking nuts and four bolts. See Figure 1 below.



**Figure 1: Driver's Side View of IROS Suspension**

1. Bolts go through the bushing bar pin in the direction of the arrow with the bolt head against the bar pin and the nut against the hanger. There are two bolts and two nuts required per side.

Before performing the service, please read and understand the following instructions completely.

**WARNING:** To prevent serious eye injury, always wear safe eye protection when you perform vehicle maintenance or service.

1. **WARNING:** Block the wheels to prevent the vehicle from moving. If a vehicle moves unexpectedly or suddenly, the result could be serious personal injury or death.
2. **WARNING:** If the vehicle must be raised, do not work under a vehicle supported only by jacks. Jacks can slip or fall over resulting in serious personal injury or death.
3. Shut off the engine and apply the parking brakes.
4. Remove one bolt and nut at a time then install a new bolt and nut and tighten the new bolt almost to full torque so that the clamp load will hold the bushing pin aligned while the other bolt is replaced. Repeat this step until all four bolts and nuts have been replaced. The new bolts and nuts must be installed with the nuts facing the rear. **DO NOT REUSE ANY OF THE ORIGINAL BOLTS OR NUTS** because they may not hold torque.
5. Tighten the new bolts and nuts to 370-460 **Lbf-Ft** (500-625 NM) with a torque wrench.
6. Immediately scrap the original equipment nuts and bolts that were just removed.

## **PART INFORMATION**

All vehicles in this recall will require one repair kit. All the parts required for this recall are included in kit number **8900081R91**. All vehicles marked for this campaign must have this kit installed; therefore, no inspection labor operation has been set up.

Kit Contents for **8900081R91**

<b>DESCRIPTION</b>	<b>Part number</b>	<b>Quantity</b>
Bolt Metric, M20X100 phosphate coated	31090R1	4
Hex Nut Metric, M20 prevailing torque, Lock nut	40204R1	4

## LABOR INFORMATION

All vehicles must have the four bolts and nuts replaced.

<u>Operation No.</u>	<u>Description</u>	<u>Time</u>
A40-02501-1	R & R Four Main Support Member Mounting Bolts	0.6 Hrs.

### CAMPAIGN IDENTIFICATION LABEL

Each vehicle corrected in accordance with  
Campaign G-02501 will require a CTS-1075  
Campaign Identification Label.

Attach the CTS-1075 label on a clean  
surface next to the vehicle identification  
number (VIN) plate.



### ADMINISTRATIVE/DEALER RESPONSIBILITIES (U.S. & POSSESSIONS)

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 the customer must be notified **IMMEDIATELY** from your dealer location.

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.

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.

However, consistent with the customer notification, dealers are expected to complete the repairs on the mutually agreed upon service date.

To avoid having to replace a vehicle or refund the purchase price less a reasonable allowance for depreciation, every effort must be made to promptly schedule an appointment with each owner to repair his or her vehicle as soon as possible.

## **WARRANTY CLAIMS**

**Special Note:** No inspection option is offered for this campaign; therefore, the disposition for this campaign cannot be a 1.

Refer to Dealer Warranty Manual for procedures to conduct Recall Campaigns.

It is important that the Recall Coding be completed properly to assist in processing the warranty claim. Complete instructions will be found in the Warranty Manual, Section 7-1. Special attention should be given to Items 39 through 44:

GROUP	NOUN	C	WARR.	TP	PAD
GROUP: Enter Recall Number 02501	NOUN: Leave Blank.	C: (CAUSE) Enter number 2. 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.

## **ADMINISTRATIVE/DISTRIBUTOR RESPONSIBILITY (EXPORT)**

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 the customer must be notified from your distributor location.

Export locations are to submit warranty claims in the usual manner making reference to this recall number.

We ask for your full cooperation and follow-up to this important subject matter. If you have any questions or need further assistance, please contact your Regional Service Manager.

## **INTERNATIONAL TRUCK AND ENGINE CORPORATION**