



VEHICLE RECALL

G-04511
September 2004

SUBJECT: SAFETY RECALL (U.S., EXPORT)
ENGINE HARNESS ROUTING on certain 9200i, 9400i, 9900i and 9900ix models built 6/2/2002 thru 1/13/2004 with Cummins ISX engines.

DEFECT DESCRIPTION

The engine electrical harness can chafe against sharp edges on the engine. A number of different failures could occur as many functions of the vehicle are processed through this harness.

The modes of failure that could occur that may affect highway safety are:

- Sudden acceleration without warning.
- Activation of engine compression brake without warning.
- Engine speed dropping to idle without warning.
- Alternator overload and possible fire without warning.
- Loss of engine ECM power resulting in engine shutdown without warning.

MODELS INVOLVED

This Safety Recall involves 9200i, 9400i, 9900i and 9900ix models built 6/2/2002 thru 1/13/2004 with Cummins ISX engines.

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.

PARTS INFORMATION

The part that is required for this recall is:

| Part Number | Part Description | Quantity |
|--------------------|-------------------------|-----------------|
| 8900139R91 | RECALL SERVICE KIT | 1 |

This kit contains the following parts:

| Part Number | Part Description | Quantity |
|--------------------|-------------------------|-----------------|
| 336866C1 | EXTENSION CLIP | 2 |
| 30020R1 | BOLT, M10-1.5 X 25 | 2 |
| 933965R1 | WASHER, LOCK, M10 | 2 |
| 306132C1 | STRAP, CABLE LOCK | 2 |
| 258483R1 | BOLT, ¼-20 UNC | 2 |
| 25519R1 | NUT, ¼-20 UNC | 2 |
| 120380 | WASHER, LOCK, ¼ | 2 |
| 2041341C1 | SADDLE CLAMP | 2 |

Destroy and discard all removed parts locally.

SERVICE PROCEDURE



WARNING:

TO PREVENT SERIOUS EYE INJURY, ALWAYS WEAR SAFE EYE PROTECTION WHEN YOU PERFORM VEHICLE MAINTENANCE OR SERVICE.



WARNING:

TO PREVENT UNEXPECTED MOVEMENT OF THE VEHICLE AND POSSIBLE SERIOUS PERSONAL INJURY OR DEATH, BLOCK THE WHEELS TO PREVENT THE VEHICLE FROM MOVING IN BOTH DIRECTIONS.

ENGINE HARNESS INSPECTION AND REPAIR

1. Open and secure hood.
2. Remove existing P-Clamps from engine harness.

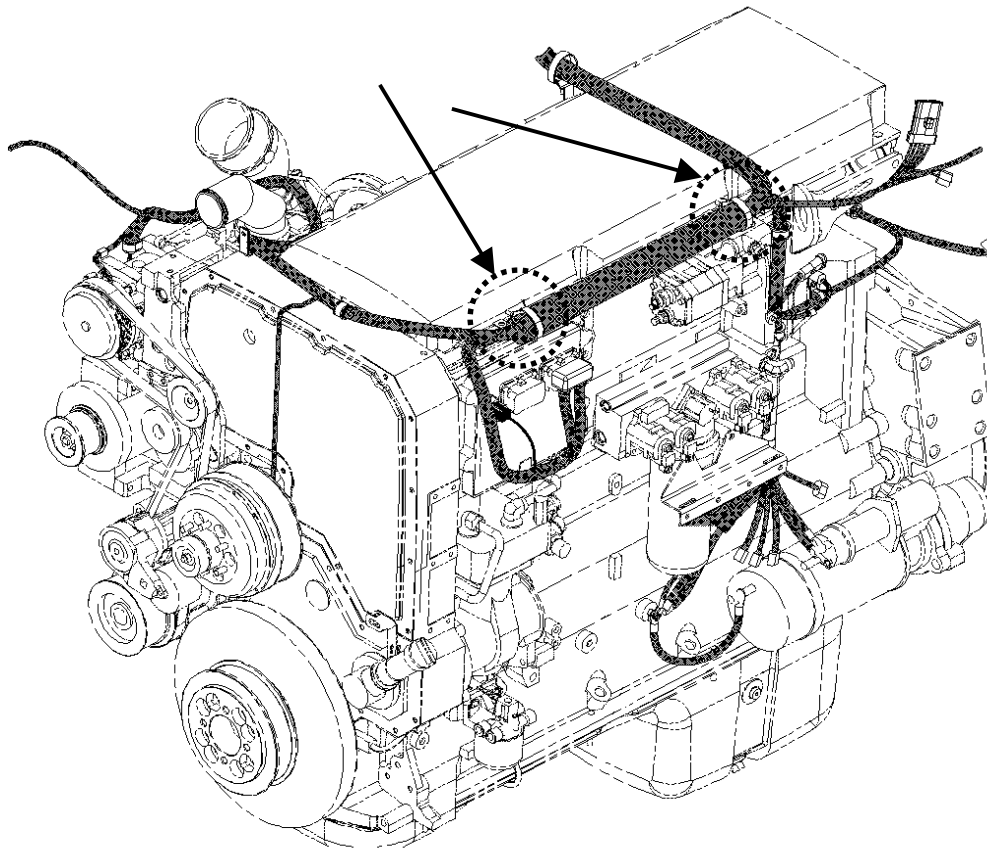


Figure 1

3. Inspect harness break-out areas for chafing or damaged wiring.

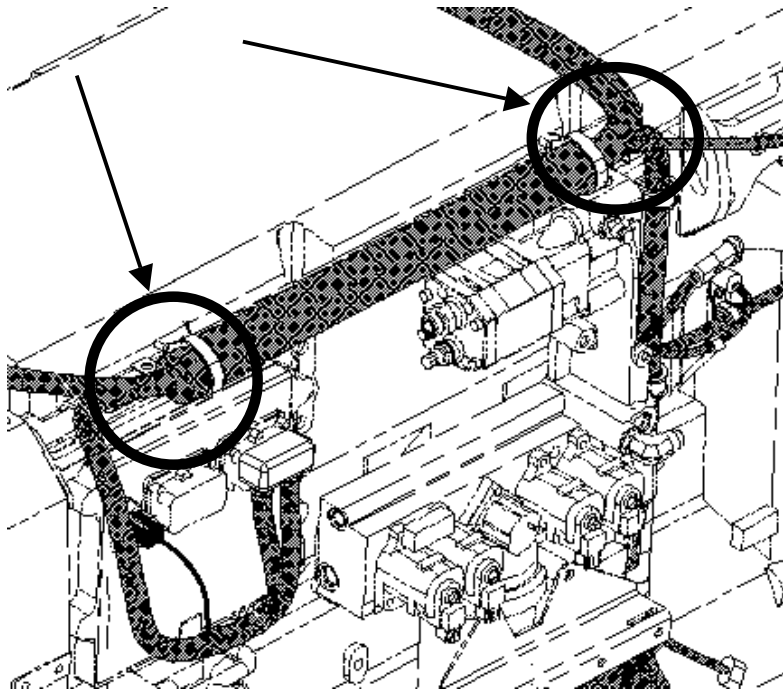


Figure 2

4. Repair damaged wiring as necessary.

CLIPPING INSTALLATION

5. Install Recall Service Kit as per Figure 3 into holes where P-Clips were.

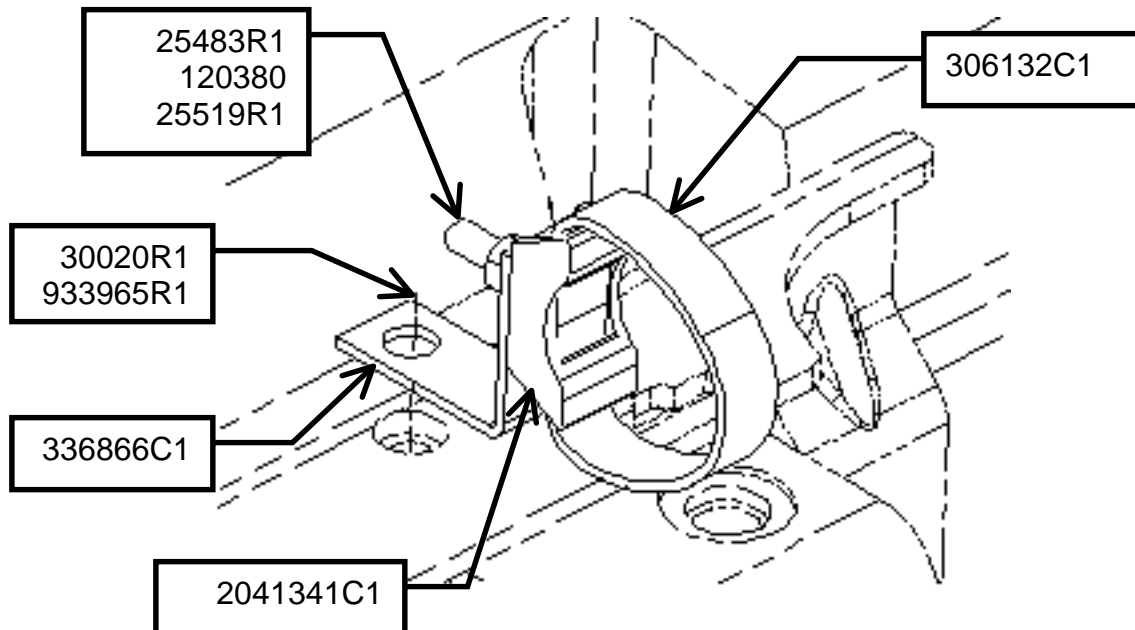


Figure 3

END OF SERVICE PROCEDURE

LABOR INFORMATION

| <u>Operation No.</u> | <u>Description</u> | <u>Time</u> |
|-----------------------------|---|--------------------|
| A40-04511-1 | <i>Inspect Harness and Install Recall Service Kit</i> | 0.5 Hr |
| A40-04511-2 | <i>Add on for Minor Harness Repair</i> | 0.5 Hr |

Every vehicle will require an inspection and installation of the recall service kit.

Of the vehicles that require the engine harness to be repaired, up to 0.5 hour is available for the additional labor involved.

Any vehicle with severe wire chafe issues requiring more than 0.5 hour of additional labor to complete must be approved. Please contact the **Service Performance Group** at (630) 753-5242 or at service.performance@nav-international.com with an itemized estimate of any additional work to be done over and above the additional 0.5 hour limit.

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.

| |
|-------------------------|
| DO NOT REMOVE |
| INTERNATIONAL |
| Campaign No. |
| VIN |
| Eng.# |
| COMPLETED |
| Service Location Code # |
| DO NOT REMOVE |

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 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 an owner vehicle or refund the purchase price, every effort must be made to promptly schedule an appointment with each owner to repair his or her vehicle as soon as possible.

POSSIBLE CUSTOMER REIMBURSEMENT

There may be an occasion when a customer was charged for repairs related to this recall prior to the recall being released. The customer letter contains a statement for the customer to contact the Dealer if they believe they are entitled to reimbursement costs. The Dealer should follow the Customer Reimbursement guidelines in Warranty Policy Letter 03-001G. The Warranty Procedures and Administrative Policies manual (CTS1100) is in the process of being updated to include the information in Policy Letter 03-001G.

WARRANTY CLAIMS

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 number G— | 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. | | | |

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 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 the Regional Service Manager at your regional office.

INTERNATIONAL TRUCK AND ENGINE CORPORATION