

SERVICE MANUAL

TRUCK SERVICE MANUAL

New Vehicle Processing Manual

S10005

11/13/2007

Table of Contents

INTRODUCTION.....	1
SAFETY INFORMATION.....	2
1 UNDECKING AND STORAGE.....	3
2 NEW TRUCK RECEIVING AND DAMAGE CLAIM PROCESSING.....	13
3 VEHICLES NOT BUILT TO ORDER.....	25
4 VEHICLE SAFETY CERTIFICATION.....	37
5 PREPARATION AND DELIVERY.....	41
6 AERODYNAMIC EQUIPMENT INSTALLATION.....	49
7 FINAL DELIVERY GUIDELINES.....	57

INTRODUCTION

The New Vehicle Processing Manual is designed to aid Dealership personnel to correctly process new International vehicles. Current International policy is reflected in this Manual, covering all phases of vehicle processing from undecking to delivery. The intent is to ensure that our Customers are completely satisfied with the Dealership, with the vehicles they receive, and with their delivery experience.

The Dealership Sales and Service departments are actively involved in processing new vehicles. They must work together to ensure that the vehicles they deliver to our customers meet or exceed their expectations.

SAFETY INFORMATION

IMPORTANT – Carefully read and follow these instructions and procedures.

The information contained in this International Service Manual Section was current at the time of printing and is subject to change without notice or liability.

You must follow your company safety procedures when you service or repair equipment. Be sure to understand all of the procedures and instructions before you begin work on the unit.

Some procedures require the use of special tools for safe and correct service. Failure to use these special tools when required can cause injury to service personnel or damage to vehicle components.

International uses the following types of notations to give warning of possible safety problems and to give information that will prevent damage to the equipment being serviced or repaired.



WARNING – A warning indicates procedures that must be followed exactly. Personal injury or possible death can occur if the procedure is not followed.

CAUTION – A caution indicates procedures that must be followed exactly. If the procedure is not followed, damage to equipment or components can occur.

NOTE – A note indicates an operation, procedure or instruction that is important for correct service.

This service manual section is intended for use by professional technicians, NOT a “do-it-yourselfer.” It is written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the service section applies to your vehicle. See your International Truck Dealer for information on whether this service section applies to your vehicle.

Table of Contents

1. UNDECKING AND STORAGE.....	5
1.1. INTRODUCTION.....	5
1.2. ASSISTANCE TO DEALER FROM CARRIER (ATC LEASING).....	5
1.3. DEALER RESPONSIBILITIES FOR UNDECKING EXPENSE.....	5
1.4. CORRECT UNDECKING FACILITY CONFIGURATION.....	5
1.5. UNDECKING EQUIPMENT MAINTENANCE.....	6
Undecking Sling, ZTSE4280.....	6
1.6. UNDECKING PROCEDURES.....	7
Undecking Sling, ZTSE4280, for use on Series 1000 through 4000, 7000, 8000, 9000i:...	7
ZTSE4441, Undecking Adapter For Use On 2000, 5000i, and 9400i Models With Center Tow Pin Front Bumper.....	9
1.7. VEHICLE STORAGE.....	9
Storage Duration — Two Months Or Less.....	10
Storage Duration — Over Two Months.....	10
Storage Facilities.....	11

1. UNDECKING AND STORAGE

1.1. INTRODUCTION

This section contains the reference documents available from International concerning undecking and storage of new vehicles.

1.2. ASSISTANCE TO DEALER FROM CARRIER (ATC LEASING)

For assistance with claim issues, refer to New Truck Receiving and Damage Claims Processing. In the event of carrier-related delivery problems, call the ATC Leasing Hot Line before signing the Delivery Receipt.

Delivery Problems (ATC Leasing): customerservices@atcleasing.com (preferred) or U.S. — 1-800/527-0491 and Canada — 940/383-1350.

1.3. DEALER RESPONSIBILITIES FOR UNDECKING EXPENSE

Dealers must maintain undecking facilities which meet OSHA requirements, and assist the Carrier driver with undecking procedures.

- If a Dealer does not have adequate undecking facilities, the Carrier is authorized to engage proper facilities or services and apply the tariff charge to the Dealer.
- When a Dealer has a vehicle delivered to an intermediate agent, such as a body company, and the agent refuses the Carrier the use of its undecking facilities or charges for the use, the Carrier incurs this undecking expense, then bills it to International. International then debits this Dealer's open account.
- Undecking delay charges over standard wait times (1 hour per delivery) are incurred by the carrier, who then bills International. These charges could be passed on to the Dealer, if the Dealer is found to be at fault.
- If a wrecker (tow truck) is used, the wrecker driver is considered to be the Dealer's agent, and any undecking damage to the delivered vehicle(s) must be recovered from the wrecker driver's employer.

NOTE – UNDECKING CHARGES apply to the Dealer whose unit is delivered at the Location the undecking expense is incurred. This applies whether the unit being delivered is a drive truck or a decked unit. For example, the undecking expense incurred to free a drive truck for delivery applies to the Dealer receiving the drive truck.

1.4. CORRECT UNDECKING FACILITY CONFIGURATION

NOTE – Locate undecking facilities on your property to allow reasonable maneuverability of vehicles. Provide a trash bin for discarded materials, and a sign telling where to put removed saddles.

MINIMUM CAPACITY AND CONFIGURATION for specifying or upgrading undecking equipment to handle vehicles with design features such as aerodynamics, set-back axles and/or 102-inch width:

1. **HOIST STRUCTURE:** A-frame or I-beam rails, to be 15 feet (inside dimension) wide, 14 feet from ground level to the underside of the upper bar, if the hoist can be moved to the side; OR 15 feet (inside dimension) wide x 14 feet from ground level to the chain hoist hook on a stationary center-mount hoist. With the stationary center-mount hoist, install a pulley/cable device to hold the chains and hook to the side, so vehicles can be pulled through under the hoist without damage to paint or accessories.
2. **CHAIN HOIST CAPACITY:** 5 tons minimum (suggested 7 tons)
 - must meet OSHA requirements

3. CHAIN HOIST FALL LENGTH: 10 foot drop and lift
4. LIFTING MECHANISMS: International prescribes the following undecking tool sets, available through the International's tool supplier:
 - a. **ZTSE4280 Undecking Sling**, a combination nylon/chain sling, designed for lifting and lowering Models 1000 through 4000, 7000, 8000, and 9000i without damage to the front bumper, grille or hood.
 - b. **ZTSE4441 Undecking Adapter** for undecking 2000, 5000i, and 9400i models with center tow pin front bumper.

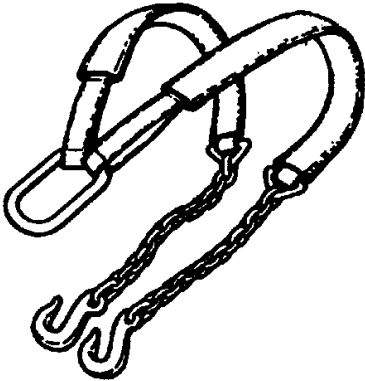


Figure 1 ZTSE4280 Undecking Sling

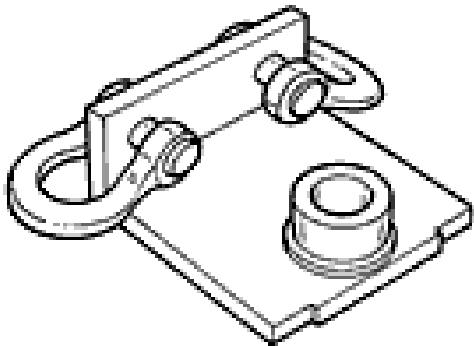


Figure 2 ZTSE4441 Undecking Adapter

1.5. UNDECKING EQUIPMENT MAINTENANCE

NOTE – Carrier drivers are instructed to not use unsafe or outdated undecking equipment. If Dealer facilities are not adequate, the Carrier is authorized to engage proper facilities or services and to apply the tariff charge to the Dealer.

IMPORTANT – It is extremely important that undecking equipment be properly maintained by the dealer or consignee.

Undecking Sling, ZTSE4280

BEFORE EVERY USE, inspect the sling and all fastenings and attachments for damage and defects. DO NOT USE the sling if you find any of the following problems:

- Acid or caustic burns

- Melting or charring of any part of the sling surface
- Snags, punctures, tears or cuts
- Broken or worn stitches
- Distortion of fittings or chains

If any of the above conditions are found, replace it through International's tool supplier, or repair and re-certify the sling. The following locations are able to service slings:

U.S.:

Superior Rope and Slings, Inc.
3711 Calhoun Avenue
Chattanooga, TN 37407
ATTN: Mike Adams
Phone: 423/867-1590
FAX: 423/867-1677

CANADA:

Bison Industries, Inc.
1081 Meyerside Drive, Units 1 & 2
Mississauga, Ontario, Canada L5T 1M4
ATTN: Scott Davenport
Phone: 416/675-9255
FAX: 416/564-7239

1.6. UNDECKING PROCEDURES

Undecking Sling, ZTSE4280, for use on Series 1000 through 4000, 7000, 8000, 9000i:

The chain and hardware are made of special alloy steel, engineered for a combination of strength, lightness and durability. The nylon portion of the sling hooks to the front springs behind the forward shackle.

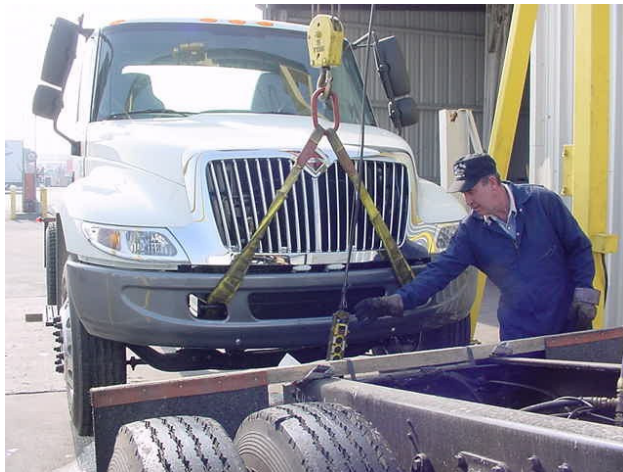


Figure 3 Sling Hook Up

! WARNING – The sling has a working load rating of 16,000 lbs. at a 45 degree angle. The rating is marked on the sling. **DO NOT EXCEED** the working load rating of the sling; to do so could cause damage to the vehicle and possible personal injury.

1. Attach the sling to the lifting hook. Then put the hooks and chain through the tow hook openings in the bumper as shown in the Figure above. Positioning the sling under the bumper will bend it.
2. Wrap the chain around the spring so it rests just behind the front shackle. Hook the grab-hook onto the link of chain closest to the spring, as shown in the following Figure.

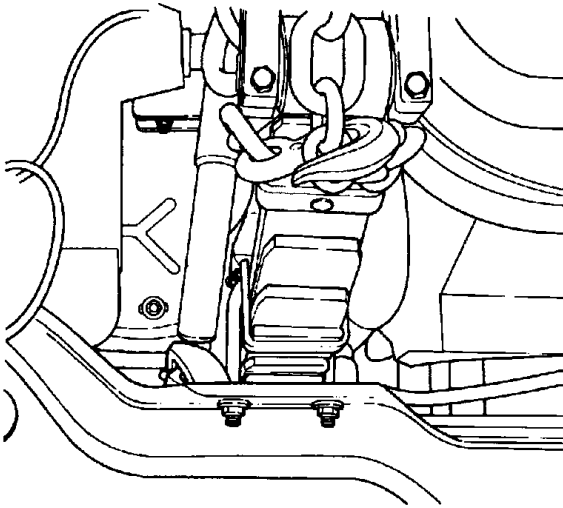


Figure 4 Secure the Chain on the Sling

3. Position the protective sleeves to cover the contact areas that could damage the sling. Be sure there are no twists in the sling. Refer to Figure 5.
4. Slowly put enough tension on the sling to take the weight of the vehicle off the towing saddle. Unhook the axle from the saddle, then lift the vehicle high enough to move the drive truck from under the undecked unit.
5. Lower the undecked vehicle and remove the sling.

NOTE – Inspect the sling before undecking the next unit.

! WARNING – Keep clear of vehicles already suspended or being lifted.

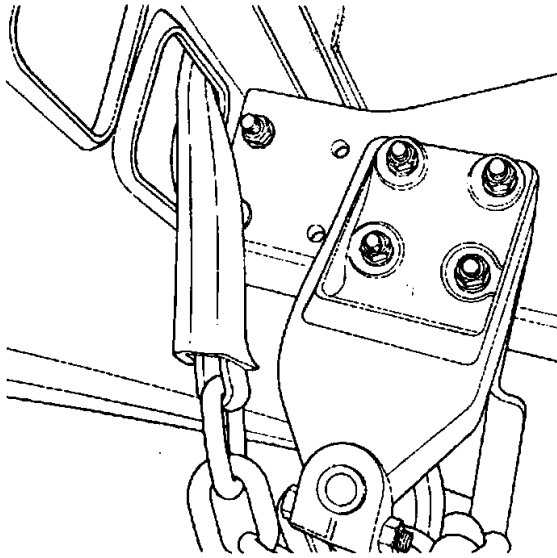


Figure 5 Sling Positioned Through The Bumper Opening

ZTSE4441, Undecking Adapter For Use On 2000, 5000i, and 9400i Models With Center Tow Pin Front Bumper

PROCEDURE

1. Remove tow pin from bumper.
2. Insert ZTSE4441 lifting bracket into tow hook opening on bumper.
3. Re-install tow pin in bumper through hole in lifting bracket.
4. Remove clevis pins on lifting bracket.
5. Place lifting chains/straps through both clevises.
6. Re-install clevis and clevis pins on lifting bracket.
7. Apply pressure to hold tool up under front portion of tool until initial tension is set on hoist.
8. Recheck all connections and attachments prior to lifting unit off ground.

NOTE – Failure to do Step 7 will allow a portion of the pin to rise above the bumper. While the pin will not come out of the bracket, it is recommended that upward pressure be applied while chain becomes taut. This will not allow the pin to move.

1.7. VEHICLE STORAGE

The Dealer is responsible for adequate storage and protection of new vehicles, whether they are on Dealer premises or elsewhere. Check current procedures against the following recommendations, and correct any conditions creating unnecessary expense and/or preventable customer dissatisfaction.

When vehicles are delivered directly to a contracted body manufacturer, the Dealer should arrange with the contracted firm for proper vehicle storage and maintenance. We recommend sending a copy of these procedures to the body manufacturer.

NOTE – Losses occurring to a unit while it is in storage will not be considered for reimbursement.

Storage Duration — Two Months Or Less

Because you cannot accurately predict how long vehicles will remain in inventory, use at least the following minimum precautions on every unit to prevent deterioration:

1. Remove the protective covering from exposed bright metal components (e.g., polished fuel tanks).
2. Wash vehicles as necessary. ALWAYS wash vehicles delivered during winter months because of exposure to road salt.

NOTE – Washing Instructions — Wash the vehicle with warm water and mild soap, then wipe wet surfaces with a chamois or soft cloth. DO NOT use hot water or strong soaps or detergents. DO NOT wash the vehicle in direct sun, or when the sheet metal is hot to the touch, because this will streak the finish. DO NOT wipe dirt off dry surfaces, because this will scratch the finish.

3. Inspect painted surfaces; touch up all exposed primed or raw metal areas to prevent rust.
4. Apply a thick coat of wax to prevent discoloration from the elements; wax all chrome and stainless steel metal parts.
5. Check the radiator coolant for proper level and adequate freeze protection (–20°F is standard for medium duty models and bus chassis, –40°F is standard for heavy duty models).
6. Cover open ends of vertical exhaust stack(s).
7. Check state of charge eye in batteries. If any one of the batteries has a dark state of charge indication, charge all batteries. If the eyes of all batteries are green, batteries are charged. If batteries do not have an indicator eye, re-charge if open circuit voltage is below 12.6 volts.

NOTE – The majority of batteries now provided in International vehicles are equipped with a “charge indicator eye.” If the eye is green, the battery is charged and is in satisfactory condition to deliver to the customer. If the eye is dark, the battery is discharged and must be charged prior to delivery to the customer. If the eye is clear, it means that the electrolyte level is low and the battery must be replaced. A low electrolyte level is normally the result of a broken case or years of usage; it will not be normally seen on new vehicles.

8. On 3000 Models and Stripped Chassis, ensure the protective shipping cover (e.g., horn button cover, shift lever cover, instrument cluster cover, etc.) is properly in place.

Storage Duration — Over Two Months

Units in storage two months or longer require the following procedures:

1. Visually check that tires are inflated and remove vertical exhaust stack covers.
2. Start and run the vehicle at fast idle until it attains operating temperature. To remove surface charge from the battery, built up from previous start-ups and short idle periods, operate the heater and/or air conditioner and other accessories for a few minutes, and turn on the headlights.

3. Check state of charge eye in batteries. If any one of the batteries has a dark state of charge indication, charge all batteries. If the eyes of all batteries are green, batteries are charged. If batteries do not have an indicator eye, re-charge if open circuit voltage is below 12.6 volts.
4. Drive the vehicle a short distance. Shift the transmission in various ranges; engage and disengage the clutch and parking brake; apply and release the service and parking brake systems.
5. Visually check tire inflation.
6. Turn off the heater and/or air conditioner and any other accessories; shut off the headlights. Park the vehicle and shut off the engine.
7. Disconnect battery ground cables to prevent accidental starting, or parasitic electrical loads from discharging the battery; re-cover the vertical exhaust stack(s).
8. Drain air brake reservoirs and close the drain cocks.

NOTE – After every 30 additional days of storage, perform Items 1 through 8.

Perform the following procedures as required to maintain stored vehicles in prime condition:

9. Wash vehicles as necessary (see Washing Instructions).
10. Inspect painted surfaces; touch up all exposed primed or raw metal areas to prevent rust.
11. Apply a thick coat of wax to prevent discoloration from the elements; wax all chrome and stainless steel metal parts.

NOTE – When vehicles are stored outside, particularly in coastal areas (salt water and high humidity atmosphere), or other areas of corrosive environment, paint and bright metal may require frequent washing and waxing to prevent deterioration. Determining washing frequency is the Dealer's responsibility.

NOTE – For vehicles exposed to ultraviolet rays of the sun, apply a coating of Bon-Ami, or similar product, to the inside surfaces of the windshield and windows, to shade the interior and prevent fading the interior trim.

12. Check state of charge eye in batteries. If any one of the batteries has a dark state of charge indication, charge all batteries. If batteries do not have an indicator eye, re-charge if open circuit voltage is below 12.6 volts.
13. Check the radiator coolant for proper level and adequate freeze protection.
14. Lubricate all exposed transmission, auxiliary transmission and PTO shift rails.

NOTE – On Models 3000 and Stripped Chassis, ensure the protective shipping cover; e.g., horn button cover, shift lever cover, instrument cluster cover, etc. is properly in place.

Storage Facilities

- A. Whenever possible, store vehicles indoors, protected from sunlight, in a dry, well ventilated area. If indoor storage is not available, select storage lots to eliminate conditions that cause deterioration.

- B. Park away from transformers and/or electrical motors, because when the protective wax in tire compound cracks, ozone in the air attacks the exposed areas.
- C. Park away from trees, high weeds and/or grass to prevent damage from tree or weed sap, and to minimize bird and insect stains.
- D. Park away from railroad tracks, paint shops, smoky industrial areas, and locations of possible road splash contact.
- E. If a vehicle is parked on an incline, block the wheels.

Table of Contents

1. NEW TRUCK RECEIVING AND DAMAGE CLAIM PROCESSING.....	15
1.1. INTRODUCTION.....	15
Exceptions.....	15
Concealed Damage:.....	15
1.2. DEALER ASSISTANCE FROM ATC LEASING.....	15
1.3. CARRIER'S UNDECKING RESPONSIBILITIES.....	16
1.4. VEHICLE RECEIVING/INSPECTION.....	16
1.5. AFTER-HOURS DELIVERY.....	17
1.6. DELIVERIES TO BODY COMPANIES OR FLEET LOCATIONS.....	18
1.7. CONCEALED DAMAGE.....	18
1.8. CARRIER DELIVERY RECEIPT (501).....	19
Important:.....	19
1.9. FILLING OUT THE DELIVERY RECEIPT (501).....	19
1.10. FILING A DAMAGE AND LOSS CLAIM.....	22
Supporting Documents.....	22
1.11. SALVAGE.....	22
1.12. IN-TRANSIT FAILURE.....	23

1. NEW TRUCK RECEIVING AND DAMAGE CLAIM PROCESSING

1.1. INTRODUCTION

New vehicles from Chatham, Springfield, Escobedo, and Garland assembly plants are delivered to the Consignee (Dealer, body builder or Fleet), by a Carrier. ATC Leasing has a business relationship with the three operating companies Active USA, Inc., Active Canada, Inc., and Auto Truck Transport. ATC Leasing is responsible for processing transportation loss or damage affecting any vehicle transported by one of the operating companies, PROVIDING THE CONSIGNEE RECORDS THE LOSS OR DAMAGE ON THE CARRIER'S DELIVERY RECEIPT and PROVIDING THE SHORTAGE OR DAMAGE IS NOT ATTRIBUTED TO ONE OF THE FIVE BILL OF LADING EXCEPTIONS: 1) Act of God, 2) Act of the Shipper, 3) Act of the Public Enemy, 4) Act of Public Authority, 5) Inherent Vice.

This manual details proper procedures for vehicle receiving inspection, and for filing loss and damage claims.

Exceptions

A copy of the original Bill of Lading from the applicable plant is often found inside the cab. This may assist in the receiving process as it may reflect attachments such as radio, spare wheel, etc. The Consignee receives and inspects the vehicle, noting any transportation damage and loss (Exceptions) on the Carrier's Delivery Receipt (501). Any exception (shortage or damage) must be accurately described on the Carrier's Delivery Receipt using the five digit damage coding system. The Carrier representative (the driver) and the Consignee (the person receiving the vehicle) both sign the Receipt. A Consignee signature on the Receipt with no Exceptions noted, acknowledges all items on the Delivery Receipt are accepted; no further action may be taken against the carrier or International. Damage claims for corrections not noted on the Delivery Receipt will be denied. The Consignee receives compensation for Exceptions by filing a Warranty claim with International Warranty Administration Group (WAG).

Concealed Damage:

Damage, due to its location, that cannot be seen during a normal inspection is considered "concealed". Typical locations are the oil pan, inside the sidewalls of tires, the bottom side of fuel/air tank, etc. CONCEALED DAMAGE MUST BE REPORTED WITHIN 48 HOURS OF DELIVERY, weekends and holidays excluded; THE BURDEN OF PROOF IS ON THE CONSIGNEE. The Consignee must file a claim with ATC Leasing; refer to CONCEALED DAMAGE.

NOTE – TOTAL LOSS CLAIMS: In case of a total loss of a vehicle, NOTIFY THE CARRIER IMMEDIATELY by calling the ATC Leasing Claims Department toll-free Hot Line at 1-800/558-3271, or call 262/658-4831 during regular business hours (7:30 — 4:30 Central Standard Time), for billing instructions. INTERNATIONAL WILL NOT REIMBURSE DEALERS FOR A TOTAL LOSS VEHICLE.

1.2. DEALER ASSISTANCE FROM ATC LEASING

Delivery Problems: U.S.: Customerservices@ATCLeasing.com (preferred) or 1-800-527-0491

Canada: 940-383-1350

Claims Dept. Hot Line: U.S.: 1-800-558-3271

Canada: 262-658-4831

Claims, Regular Hours: 262-658-4831

Claims, FAX Number: 262-605-6073

1.3. CARRIER'S UNDECKING RESPONSIBILITIES

The items listed below are Carrier responsibilities to perform when undecking units at the Receiving Location.

1. Undeck units; remove saddles and wood blocks from the frame and front axle.
2. Re-install wheels if removed, and tighten the mounting hardware.
3. Install the exhaust stacks, and tighten per instruction sheet. *(NOTE: Canadian Carriers are not responsible for re-installing exhaust stacks).*
4. If axles have been removed for transportation purposes, **install new axle gaskets on the rear hubs. (These gaskets are sent with the vehicle.)**
5. **Re-install the axle shafts, special washers, and grade 8 nuts or propeller shaft and tighten. NOTE: Dealer or dealer agent is responsible to torque shaft(s) before driving.**
6. If the driveline has been removed for transportation purposes, **re-install pulled drivelines on decked 4X2 if removed (refer to SFN 01–32 <https://evaluate.internationaldelivers.com/service/sfns/sfn0132.htm>).**
7. **Remove all grease from the wheels and rims that resulted from axle shaft removal.**
8. Unhook the forward tandems when chained up for transportation.
9. Re-connect and tighten the air brake lines that were removed for transporting.
10. If spring brakes were manually released, return them to normal working position and install dust caps.
11. Re-install tail lights in their proper position. Re-connect all wiring, and test it for proper operation.
12. Remove temporary mud flaps, lights, wiring and air hoses.
13. If removed, re-install rear spring rebound pins in the proper position.
14. Re-install all components removed by the Carrier.
15. Clean up the unloading area; place items in the area designated by the Consignee.

NOTE – All vehicles should be left in the same condition as when received by the Carrier from the plant. If they are not, or if you have questions, contact ATC Leasing at their Dispatch Hot Line number before co-signing the Delivery Receipt: 1–800/558–3271 (U.S.), or 262/658–4831 (Canada).

The Dealer is responsible to provide equipment for undecking the delivered units (see the Undecking and Storage section). If a wrecker (tow truck) is used, the wrecker driver is considered to be the Dealer's agent, and any undecking damage to the delivered vehicle(s) must be recovered from the wrecker driver's employer.

1.4. VEHICLE RECEIVING/INSPECTION

Each Receiving Location must have employees who are familiar with receiving procedures and competent to perform inspections. Clean the vehicles as necessary to provide a good view, and inspect as soon after receiving as possible. Carrier is responsible for obvious body damages. Trucks not built to spec are not a carrier issue.

NOTE – TARIFF REGULATIONS PERMIT the Carrier to charge for excessive delay beyond one hour of free waiting time; this hour begins after all the vehicles have been unloaded. Receipt inspection must be performed within this time frame.

1.5. AFTER-HOURS DELIVERY

NOTE – Carriers are not to “drop off” vehicles after Receiving Location business hours unless special arrangements have been made: NO EXCEPTIONS.

Should special arrangements be made for after-hours delivery, the following procedures should be observed:

1. An employee must be on the premises to receive and sign the carrier's receipt for delivery.
2. This receipt should be signed with time and date specified, along with the notation, “**Received After Hours, Subject to Inspection**”, “**STI**” for short.
3. One copy of the delivery receipt should be held by the receiving location.
4. A thorough inspection must be made of the vehicle(s) on the first working day following the after-hours delivery.
5. A copy of the delivery receipt containing all exceptions is to be sent by Certified Mail or faxed (262-605-6073) to the carrier within **48 hours** of the after-hours delivery.
6. Any after-hours deliveries to body companies and fleet locations that are noted as “**STI**” should be transmitted to the ordering dealer immediately, to allow them time to respond to the carrier within the 48-hour time frame, weekends and holidays excluded.
7. Notating a carrier's delivery receipt “**STI**” **DOES NOT INSURE** the payment of the claim. The claim may still be denied by the carrier or the International Warranty Center pending further review.
8. Torque all axle shaft nuts and or propshaft u-joint retaining hardware to specification per Preparation and Delivery (PDI) guidelines before moving the vehicle.
9. If concealed damage is found, follow the instructions below for the proper handling for notification of concealed damage.

If transportation-related exceptions are detected that are not noted on the Carrier's Delivery Receipt, within 48 hours of an after-hours delivery, weekends and holidays excluded, call ATC Leasing toll-free (U.S.: 1-800/558-3271; Canada: 262/658-4831).

MAIL ATC LEASING A COPY OF THE DELIVERY RECEIPT with all Exceptions reported, along with photos of the damage. Send by certified mail to:

ATC Leasing
625 55th Street
Kenosha, WI 53140
ATTN: Claims Department

OR

FAX ATC LEASING A COPY OF THE DELIVERY RECEIPT: Fax 262/605-6073.

BODY COMPANY OR FLEET LOCATION: If transportation-related exceptions are detected that are not noted on the Carrier's Delivery Receipt, transmit the Delivery Receipt for any after-hour deliveries to the ordering Dealer AS SOON AS POSSIBLE, to allow time for them to respond to ATC Leasing within the 48-hour time limit. Be sure to enter “**RECEIVED AFTER HOURS, SUBJECT TO INSPECTION**” on the Receipt.

NOTE – Never enter “RECEIVED AFTER HOURS, SUBJECT TO INSPECTION” on Delivery Receipts for vehicles delivered during normal working hours.

1.6. DELIVERIES TO BODY COMPANIES OR FLEET LOCATIONS

A vehicle belonging to a Dealer, but delivered and consigned to a body company or Fleet Location has been delivered to the Dealer's agent.

- **It is the Dealer's responsibility to instruct the body company on proper Receiving/Inspection procedures, and to file the DDEW Warranty Claim for Exceptions and other loss on vehicles.**
- **It is the responsibility of the body company to have an employee to receive and carefully inspect each vehicle or chassis delivered there. This person should also record damage and loss on the Carrier's Delivery Receipt, co-sign the Delivery Receipt and get the Carrier's (driver) signature.**
- **Torque all axle shaft nuts or propshaft u-joint retaining hardware to specification per Preparation and Delivery guidelines before moving the vehicle.**

NOTE – If Concealed Damage is found later, the Dealer is to handle it as directed in CONCEALED DAMAGE below.

1.7. CONCEALED DAMAGE

DAMAGE, due to its location, THAT CANNOT BE SEEN DURING A NORMAL INSPECTION is considered “concealed.” Typical locations are the oil pan, inside the sidewalls of tires, the bottom side of fuel/air tank, etc. Missing items or interior damage does not qualify as concealed damage.

REMEMBER, ON A CONCEALED DAMAGE CLAIM, THE BURDEN OF PROOF LIES WITH THE CLAIMANT, NOT THE CARRIER.

WHEN CONCEALED DAMAGE is found, use the following procedure:

1. NOTIFY THE CARRIER WITHIN 48 HOURS of delivery time, weekends and holidays excluded, by calling the ATC Leasing Claims Department toll-free Hot Line: 1-800/558-3271, or call 262/658-4381 during regular business hours, 7:30-4:30 C.S.T.
2. SEND A FOLLOW-UP LETTER BY CERTIFIED MAIL, SEND A FAX, OR E-MAIL WITHIN 48 HOURS of the delivery time, weekends and holidays excluded. Mail the letter to:

ATC Leasing
625 55th Street
Kenosha, WI 53140
Attn: Claims Department
ATC Leasing Claims Department FAX is: 262/605-6073.

3. INCLUDE THE FOLLOWING DOCUMENTATION with the letter or FAX:

- Name and location of the Dealer
- Vehicle identification number
- Date and time of delivery
- 501 Delivery Receipt number
- Approximate cost of repairs

- Reason the damage was not detected at delivery
- Photographs of the damaged area: at least one photo close-up enough to show the specific damage; at least one photo from far enough away to show the entire damaged part, and marked to point out the location of the damage.

NOTE – When you file the DDEW Warranty Claim, you must retain a copy of the follow-up letter with your claim file copy. If International needs a copy, you will be instructed to either mail or fax it to the appropriate number.

1.8. CARRIER DELIVERY RECEIPT (501)

NOTE – This form is for recording CARRIER-RELATED DAMAGE ONLY.

Important:

1. INSPECT VEHICLES thoroughly and promptly.
2. RECORD ANY TRANSPORTATION-RELATED DAMAGE AND SHORTAGES on the Delivery Receipt.
3. GET THE SIGNATURE of the Carrier representative (driver) when you sign the Delivery Receipt.

NOTE – The Consignee’s copy and the Carrier’s copy MUST BE IDENTICAL with respect to the noted Exceptions, remarks, signatures and dates. CLAIMS THAT ARE NOT SUPPORTED BY THE CARRIER’S COPY OF THE DELIVERY RECEIPT ARE SUBJECT TO CHARGE-BACK.

1.9. FILLING OUT THE DELIVERY RECEIPT (501)

The Receipt is designed for inspecting the vehicle in clockwise direction, starting at vehicle front. Record damage and shortage(s) using the 5–digit damage code system, illustrated in the Figure below and in the following example:

- The 1st and 2nd digits are DAMAGE AREA CODE indicating the area of damage: “78” = VISOR, EXTERIOR SUN.
- The 3rd and 4th digits are DAMAGE TYPE CODE indicating the type of damage: “12” = SCRATCHED. (See Figure 6).
- The 5th digit is DAMAGE SEVERITY CODE indicating the severity of damage: “3” = 3 to 6 inches LENGTH OR DIAMETER. (See Figure 6).

THE EXAMPLE BELOW indicates a 6–inch long scratch on the exterior sun visor by using 5–digit code 78–12–3.

DAMAGE AREA CODES		Damage Code	Severity Code
Visor, Exterior Sun	78	12	3
	A	B	C

Figure 6 Damage Area Codes

OTHER EXAMPLES of proper damage coding, are shown in Figure 7, and the following examples:

Windshield broken: 20–21–0

Bumper bent severely: 03–01–6

Light cable missing: 47–08–0

Windshield, Glass	20	21	0
Bumper	03	01	6
Light Cable	47	08	0

Figure 7 Damage Area Codes

DAMAGE CODES - Use To Describe Condition Of Below Areas				SEVERITY CODES - Use To Specify Size Of Damage To Below Areas
00 NO EXCEPTIONS	09 SCUFFED	19 MOLDING/EMBLEM/WEATHER- STRIP LOOSE, MISSING	30 FLUID SPILLAGE - EXTERIOR	CODE 0 No Exception
01 BENT	10 STAINED or SOILED-INTERIOR	20 GLASS CRACKED	34 CHIPPED PANEL EDGE	CODE 1 Up To and Including 1" Length/Diameter
02 BROKEN (EXCEPT GLASS)	11 PUNCTURED	21 GLASS BROKEN	36 INCORRECT PART/OPTION - NOT AS INVOICED	CODE 2 Over 1" Up To and Including 3" Length/Diameter
03 CUT	12 SCRATCHED (EXCEPT GLASS)	22 GLASS CHIPPED	37 HARDWARE, EXTERIOR - DAMAGED	CODE 3 Over 3" Up To and Including 6" Length/Diameter
04 DENTED (PAINT BROKEN)	13 TORN	23 GLASS SCRATCHED	38 HARDWARE, EXTERIOR - LOOSE, MISSING	CODE 4 Over 6" Up To and Including 12" Length/Diameter
05 CHIPPED (EXCEPT GLASS, PANEL EDGE)	14 DENTED-PAINT/ CHROME NOT DAMAGED	24 MARKER LIGHT DAMAGED		CODE 5 Over 12" Length /Diameter
06 CRACKED (EXCEPT GLASS)	18 MOLDING/EMBLEM/ WEATHERSTRIP DAMAGE	25 DECAL/PAINT STRIPE/WOOD- GRAIN TRANSFER DAMAGE		CODE 6 Replacement-Severe Damage/Missing
07 GOUGED				
08 MISSING (EXCEPT MOLDING/EMBLEM)				

Figure 8 Damage and Severity Codes

IN THE EVENT of multiple damages to the same coding area, enter a 5–digit damage code for each instance of damage in the blank 5–digit spaces (D, Figure 9), or written into Dealer Remarks (E, Figure 9). Report damage that is not covered by the standard damage codes in the blank coding section and/or the Dealer's Remarks sections.

DELIVER TO:		PICK UP FROM:		LOAD NUMBER		TERM.		S/O NUMBER	
				SHIP DATE		ETA			
DRIVER NAME		HOME TERM		LOAD TYPE		POSITION		TRACTOR	
VIN		MODEL		SADDLE NUMBER		SADDLE NUMBER		SADDLE NUMBER	
SPECIAL INSTRUCTIONS									
DRIVER: INITIAL IN BOXES CORRESPONDING WITH SADDLE NUMBER AND BAG SEAL NUMBERS									

INSTRUCTIONS: 1. Enter DAMAGE TYPE CODE next to appropriate item. 2. Enter SEVERITY CODE in next column. 3. Use Remarks Section only for additional Damage Codes or clarifications.
Note: This form to be used for recording TRANSPORTATION RELATED DAMAGE ONLY.

DAMAGE CODES - USE TO DESCRIBE CONDITION OF BELOW AREAS				SEVERITY CODES - USE TO SPECIFY SIZE OF DAMAGE TO BELOW AREAS			
01 BENT	08 MISSING	15 MOLDING/PAINT/WEATHER	30 PLUG SPALLAGE - EXTERIOR	CODE 1	Up To and Including 1" Length/Diameter		
02 BROKEN (EXCEPT GLASS)	09 SCUFFED	16 MOLDING/PAINT/WEATHER	31 CRIPPED PANEL EDGE	CODE 2	Over 1" Up To and Including 3" Length/Diameter		
03 CUT	10 STAMPED or STOKED INTERIOR	17 MOLDING/PAINT/WEATHER	32 HARDSHORE, EXTERIOR - DAMAGED	CODE 3	Over 3" Up To and Including 6" Length/Diameter		
04 CRACKED (EXCEPT GLASS)	11 PUNCTURED	18 GLASS CRACKED	33 HARDWARE, EXTERIOR - LOOSE, MISSING	CODE 4	Over 6" Up To and Including 12" Length/Diameter		
05 CRACKED (EXCEPT GLASS)	12 SCRATCHED (EXCEPT GLASS)	19 GLASS BROKEN	34 HISTORY RELATED (EXCEPTION)	CODE 5	Over 12" Length/Diameter		
06 CRACKED (EXCEPT GLASS)	13 TEAR	20 GLASS CRIPPED		CODE 6	Replacement-Severe Damage/Missing		
07 GOUGE	14 CRACKED-PAINT/CHROME-NOT DAMAGED	21 MARKER LIGHT DAMAGED					

DAMAGE AREA CODES		DAMAGE AREA CODES		DAMAGE AREA CODES		DAMAGE AREA CODES	
01 VISOR, EXTERIOR SUN	78	01 FUEL TANK FAIRING, RIGHT	11	01 FENDER, LEFT FRONT	14	01 SUSPENSION - UNDERCARRIAGE	93
02 WINDSHIELD, GLASS	20	02 CAB PANEL, RIGHT SIDE	76	02 HOOD VERTICLE PANEL, LEFT	68	02 BUG SCREEN	54
03 CAB PANEL, FRONT	74	03 SLEEPER PANEL, RIGHT SIDE	36	03 ROOF PANEL, CAB	37	03 WHEELER FRONT	26
04 COWL	80	04 CAB EXTENDER, RIGHT SIDE	39	04 ROOF PANEL, SLEEPER	58	04 FRAME	90
05 HOOD PANEL, TOP	27	05 QUARTER FENDER, RIGHT/LEFT	17	05 AIR DEFLECTOR/FAIRING ROOF	64	05 DECK PLATE	49
06 GRILL	22	06 CAB PANEL, REAR	77	06 MARKER LAMPS	65	06 AIR CLEANER	69
07 HEADLIGHT AND RIM, LEFT	24	07 SLEEPER PANEL, REAR	13	07 HORN, RIGHT/LEFT	53	07 MUFFLER SHIELD	12
08 HEADLIGHT AND RIM, RIGHT	25	08 MUD FLAP, RIGHT/LEFT	73	08 INSTRUMENT PANEL	66	08 BATTERY BOX AND COVER	07
09 BUMPER	03	09 TAIL LAMP, RIGHT/LEFT	46	09 RADIO, TAPE PLAYER, CB	33	09 TIRES - STEER AXLE	43
10 FOG LAMP	70	10 CAB EXTENDER, LEFT	06	10 TRIM PANEL, INCLUDING SLEEPER	48	10 TIRES - FORWARD TANDUM	02
11 ANTENNA	01	11 SLEEPER PANEL, LEFT	83	11 SEAT, LEFT	94	10 TIRES - REAR TANDUM	85
12 HOOD VERTICLE PANEL, RIGHT	38	12 CAB PANEL, LEFT	75	11 SEAT, RIGHT	95	11 WHEELS - STEER AXLE	92
13 FENDER, RIGHT FRONT	16	13 FUEL TANK, LEFT	81	12 BUNK CURTAIN	57	11 WHEELS - FORWARD TANDUM	87
14 TURN SIGNAL, RIGHT	35	14 FUEL TANK FAIRING, LEFT	04	12 MATTRESS	10	11 WHEELS - REAR TANDUM	86
15 DOOR, RIGHT	05	15 STEP ASSEMBLY, LEFT	08	13 TOW HOOK, DETACHABLE	80	12 AIR TANKS	09
16 MIRROR, OUTSIDE RIGHT	31	16 MIRROR OUTSIDE, LEFT	30	14 TRAILER HOSES	55	12 GLASS, OTHER	82
17 STEP ASSEMBLY, RIGHT	42	17 DOOR, LEFT	10	15 LIGHT CABLE	47	12 OTHER	98
18 FUEL TANK, RIGHT	88	18 TURN SIGNAL, LEFT	52	16 EXHAUST	91		

DEALER REMARKS		DRIVER REMARKS	
E			

DEALER: Please Answer The Following Questions By Checking The Appropriate Box.

All hang on wiring removed, all connections returned to original condition. All lights operational.	All temporary fenders, frame blocks, banding, saddles, etc., disposed of or made ready for return shipment.	Axle shafts reinstalled correctly. All grease leakage removed.	Spring parking brakes returned to correct position with dust covers.	Any items removed such as antennas, stack extensions, tail lights, etc., reinstalled correctly.
YES <input type="checkbox"/> NO <input type="checkbox"/>	YES <input type="checkbox"/> NO <input type="checkbox"/>	YES <input type="checkbox"/> NO <input type="checkbox"/>	YES <input type="checkbox"/> NO <input type="checkbox"/>	YES <input type="checkbox"/> NO <input type="checkbox"/>

CONSIGNEE: BY SIGNATURE BELOW ACKNOWLEDGES THE RECEIPT OF TRUCKS, SADDLES, BAGS(SEALED) AS INDICATED ABOVE AND THAT THE UNDECKING AREA HAS BEEN POLICED, SADDLES AND BAGS PROPERLY STORED.

DEALER SIGNATURE	DATE	TIME	A.M. P.M.	DRIVER SIGNATURE

SIGNED RECEIPT REQUIRED

501 (Rev 6/02) (QD F00073)

DELIVERY RECEIPT-CORP. CLAIMS

Figure 9 Form 501

1.10. FILING A DAMAGE AND LOSS CLAIM

Use International System 21 DDEW to submit your claim to International Warranty Administration Group (WAG) as follows:

1. Complete needed repairs within (30) days after damage or loss is documented; submit the Claim within thirty (30) days after repair completion date.
2. Be certain any damages or shortages described on the claim is identical to that on the carrier's delivery receipt and/or concealed damage notification.
3. Complete the claim entry portion of the claim identifying claimant, carrier, vehicle identification number, and damage.
4. Use the CTS-1025, Warranty Coding Manual, for correct group/noun coding in conjunction with failure.
5. The correct warranty code for loss and damage claims is code "38".
6. The correct type part, "T/P" for coding can be identified by using the Warranty Coding Manual, CTS-1025.
7. All damages should be submitted on one DDEW claim utilizing all eight claim sections, one section for each individual repair.

Supporting Documents

The carrier or International may request any or all of the following documents prior to processing the claim:

1. A copy of the delivery receipt showing all exceptions being claimed.
2. A copy of the work order, accurately reflecting the repair charges, and covering only the noted exceptions.
3. A copy of the invoice, listing replacement parts by name, quantity, and price.
4. Photographs and/or estimates of the damage.
5. When applicable, a copy of the concealed damage and/or after-hours inspection report.
6. When applicable, a copy of the carrier's inspection report, indicating when the carrier representative was called and when the inspection was made.
7. When applicable, a copy of the invoice for sublet materials.

NOTE – Retain copies of the documentation in the Dealer's claim file.

1.11. SALVAGE

Carriers are entitled to recover parts that must be replaced when a vehicle is repaired and a claim is filed. These parts must be made available to the carrier as salvage upon request. Numerous parts may be requested by the carrier for salvage purposes. These parts may be identified after a claim is processed, the Next Day Scrap Report will have "HOLD PARTS" listed and the WPII screen will have an "H" listed for parts return. This is an indicator that you should hold the parts and await further instruction on salvage request from the carrier.

In order to minimize the length of time a dealer must hold these items, these procedures listed below are to be followed:

1. Immediately after a vehicle has been repaired, prepare and submit a claim to International Warranty Center via DDEW.

2. The carrier must advise the dealer of parts disposition within 30 days via letter after the claim is received. If the dealer is not notified within 30 days from the process date of the claim, the parts may be discarded.

1.12. IN-TRANSIT FAILURE

If an International vehicle fails in-transit for any reason, the Carrier is to take it to the nearest International Dealer. Warrantable repairs up to \$500 U.S. (\$600 Canadian) can be filed without prior Regional approval, and submitted on a Warranty Claim.

Request authorization from the Regional Office for repairs over \$500 U.S. (\$600 Canadian), and be sure the DDEW claim reflects the name of the person who authorized the repairs. Have the following information available for the call to the Regional Office:

1. Carrier Name
2. Failure date
3. Freight bill number (S.O. number)
4. Model, chassis number and destination of the disabled vehicle
5. Model(s), chassis numbers and destination(s) of all decked or towed units
6. Description of the vehicle failure
7. Estimated cost of repair
8. Estimated length of down-time.

NOTE – Claims showing warranty repair work for in-transit failure must document the down-time by date/time the vehicle was received and date/time work was completed.

Table of Contents

1. VEHICLES NOT BUILT TO ORDER.....	27
1.1. INTRODUCTION.....	27
1.2. TRUCKS NOT BUILT TO ORDER — U.S. AND CANADA.....	27
1.3. CHECKING ORDER CONFIRMATION.....	27
1.4. CLAIM PROCEDURES (USE “TRUCK NOT BUILT TO ORDER” CLAIM FORM).....	28
U.S. AND CANADA:.....	28
1.5. CLAIM FORM — TRUCK NOT BUILT TO ORDER.....	31
1.6. ORDER CONTENT CONFIRMATION REPORT.....	32

1. VEHICLES NOT BUILT TO ORDER

1.1. INTRODUCTION

This section gives International policy for Dealer personnel to handle vehicles not built to order.

1.2. TRUCKS NOT BUILT TO ORDER — U.S. AND CANADA

The purpose of this policy is to provide procedures for Dealer submission of claims for expense incurred when trucks are not built to accepted plant orders. Claims not submitted according to this policy will not be honored.

When trucks are received from the plants with incorrect, incomplete, or excessive components, the reason usually falls into one of the following categories:

- A. Ordering location ordered incorrectly
- B. Publication specification errors or changes
- C. Plant did not build to specifications.

If the component(s) on the vehicle match those shown on the Order Content Confirmation report, the error is due to failure on the ordering location's part to verify the Order Content report against their original order. Corrective measures will be at the ordering location's expense. If the vehicle matches the ordering location's original order, a source ordering error is indicated and no claim should be filed.

ALL OTHER DEFICIENCIES (**parts** of: coded items, standard equipment, package items) are to be reported to the Customer Service Engineer (CSE) for processing to the Warranty Processing Center per established Warranty procedures.

Dealers are responsible for tracking and confirming that order changes are processed.

1.3. CHECKING ORDER CONFIRMATION

U.S. and CANADA:

ONLY ERRORS AND DEFICIENCIES INVOLVING COMPLETE CODES and items appearing on pages 1 and 2 of the submitted order are claimable. Loss and damage claims are to be filed in accordance with provisions of the CTS-1100 Warranty Policy Manual.

Before filing a claim, compare the original copy of the order to:

1. Order entry list received from Customer Response Center (CRC)
2. Order Content Confirmation Report
3. Line set ticket of the vehicle.

If a change/cancellation request is sent by the ordering location and the time period is OUT-OF-POLICY with existing change/cancellation policies, no basis for claim exists (even if an attempt to change/cancel is made) when the request is not honored.

If the component(s) on the vehicle matches that of the order content confirmation report/order entry list, then a problem is a result of not verifying these documents when they were received. There is, then, no basis for a claim.

1.4. CLAIM PROCEDURES (USE “TRUCK NOT BUILT TO ORDER” CLAIM FORM)

U.S. AND CANADA:

Minor changes have been made to the Not Built To Order claim process to better analyze and process the claims expeditiously.

The changes are the location of where the claims are mailed. Each assembly plant will now process the claims for vehicles built at their location.

If you have any concerns about these changes, please contact the Customer Responsiveness Center at (800) 641-4000.

Once it has been verified that the vehicle was ordered correctly and the deficiency is a complete coded item(s), the following claim procedure will apply. Failing to follow these procedures will result in claim rejection.

Copy and complete the “NOT BUILT TO ORDER CLAIM” form shown in Figure 10. State the problem completely and describe the solution fully. Submit the following documents to fully support your claim:

- a. Copy of original confirmed order
 - b. Order entry list
 - c. Order content confirmation report(s) (Figure 11, Figure 12, Figure 13, and Figure 14).
 - d. Line set tickets
 - e. Factory invoice
 - f. Job tickets — with labor listed
 - g. Parts requisitions, credits and removed
 - h. Parts disposition
 - i. Photographs — required for paint, or verification by an International representative.
1. Completed claims must be received by International's Customer Responsiveness Center (CRC) or IC Corporation's Customer Service Department within 90 days after the vehicle was invoiced.
 2. Any claims for \$20.00 or less will not be accepted.
 3. Claims must detail disposition of all removed parts in the solution area of claim form. Removed parts may be purchased by the dealer at one half dealer net cost.

If an instance occurs where parts are removed from a unit and retained by the Dealer for resale, the decision of the Field Service Engineer will be the sole determination as to whether the parts charged on the claim repair invoice should be reduced by any potential revenue received by the Dealer for the resale of these parts.

4. A Field Service Engineer may be asked to inspect the vehicle parts for verification. The unit should be available for inspection along with order, order content report, line set sheets and invoice.

5. Claim pricing guidelines:

- a. Labor: Cost to be shown at current approved Dealer warranty rate multiplied by the repair time as recorded in the Warranty Time Schedule Manual.
- b. Parts: to be shown at Dealer net price.
- c. Outside Charges: To be shown at Dealer cost. A copy of the sub-let invoice must be attached to the claim.
- d. Credits: Trade-in allowances, such as tire credits or core credits, must be listed and subtracted from the claim totals.
- e. Invoicing errors: Will be credited at Dealer net price less SPA.

6. **Mail all claims (do not fax) to the proper location as listed below:****For Springfield built models:**

International Truck and Engine Corporation
CRC Department
P.O. Box 600
Springfield, OH 45501
OR

International Truck and Engine Corporation
CRC Department
6125 Urbana Road
Springfield, OH 45502

For Conway, Arkansas or Tulsa, Oklahoma built models:

IC Corporation
CRC Department
P.O. Box 6000
Conway, AR 72033
OR

IC Corporation
CRC Department
751 South Harkrider
Conway, AR 72033

For Chatham built models:

International Truck and Engine Corporation
CRC Department
508 Richmond Street
Chatham, Ontario
N7M 5M4

For Escobedo built models:

Camiones y Motores International S.A. de C.V.
CRC Department
11929 Sara Drive
El Portal Industrial Park
Laredo, TX 78045

For Garland built models:

International Truck and Engine Corporation
CRC Department
4030 Forest Lane
Garland, TX 75042

1.5. CLAIM FORM — TRUCK NOT BUILT TO ORDER**CLAIM FORM
NOT BUILT TO ORDER**

TO: International Truck and Engine Corporation DATE: _____
Or IC Corporation
1-800-641-4000

Order No. _____ Model No. _____ Qty. _____

Chassis No (s). _____ Property Control No (s). _____

Problem: _____

Resolution: _____

Invoice Amount: _____

Ordering Location Information:

Dealer Name: _____ Dealer Acct. # _____ Region: _____

Address: _____

Submitted by: _____ Title: _____ Phone: _____

Figure 10 Claim Form — Truck Not Built To Order

1.6. ORDER CONTENT CONFIRMATION REPORT

```

1RPT NO: R-9927          INTERNATIONAL TRUCK AND ENGINE CORP          PAGE 1
10-26-03 VER: 001        ORDER CONTENT CONFIRMATION                 09:36:05
ONO PRIOR ORDER CONTENT AVAILABLE
OORDER : 123456 F        PLANT: SPRINGFIELD      RGN: 142      CUST PO NO:
ODEALER: 123456 000     Any Trucking Company
                        11 Main Street
                        Fort Wayne                IN 46806
ODATE RECVD      EST PROD DATE      EST DLVRY DT  REQ DLVRY DTE  ORD QTY      SPA NO
10-23-2003       12-10-2003      WK OF 12-27-2003  12-30-2003      17          1197A
O1ST JOB NO      FLEET ACCT      CUSTOMER NAME      STEP DESCRIPTION      SLS PGM
678854          123456          Best Customer          21 FULLY CODED
OFINAL DEST: 123456 000          MOVEMENT 1:
SALES COMPANY INC          MOVEMENT 2:
1ST STREET                MOVEMENT 3:
MILWAUKEE              WI 54822
OMODEL      DESCRIPTION      MKT  WB          AF          GVWR      VEH GEAR RATIO
MA02500     4300 4X2          USA  224.0      106.0      33000      5.57
ODIAMOND SPEC:      QUALIFIED      DSS ID: N/A
COUNTRY OF USE:      840      UNITED STATES
APPLICATION CD:      535006 Refrigerated Van
APPLICATION FAMILY:  113      Van
OSALESMAN:          Bob Sales
0*****
0 ORIGINAL ORDER:
0      CODE      DESCRIPTION
-----
0001CAE      FRAME RAILS Heat Treated Alloy Steel (120,000 PSI
Yield); 10.125" x 3.580" x 0.312" (257.2mm x 90.9mm x
8.0mm); 456.0" (11582mm) Maximum OAL
0001LLD      BUMPER, FRONT Full Width, Aerodynamic, Steel; 0.142"
Material Thickness
0001SAL      CROSSMEMBER, REAR, AF (01)
0001WEJ      WHEELBASE RANGE 199" (505cm) Through and Including 254"
(645cm)
0001570      TOW HOOK, FRONT (2) Frame Mounted.
0002ADD      AXLE, FRONT, I-BEAM TYPE {International I-120SG}
12,000-lb Capacity
0003ADC      SUSPENSION, FRONT, SPRING Parabolic, Taper Leaf;
12,000-lb Capacity; With Shock Absorbers
0004AZA      AIR BRAKE ABS {Bendix AntiLock Brake System} Full
Vehicle Wheel Control System (4-Channel)
0004EBS      AIR DRYER {Bendix AD-9} With Heater
0004JBL      BRAKES, FRONT, AIR CAM S-Cam; 16.5" x 5.0"; Includes 20
Sq. In. MGM Long Stroke Brake Chambers
0004NCE      BRAKES, REAR, AIR CAM 16.5" x 7.0"; Includes MGM TR3030
Long Stroke Brake Chamber and Heavy DutySpring Actuated
Parking Brake
0004SBC      AIR COMPRESSOR {Bendix Tu-Flo 550} 13.2 CFM
0004091      BRAKE SYSTEM, AIR Dual System for Straight Truck
Applications
0004732      DRAIN VALVE {Berg} Manual; With Pull Chain, for Air Tank
0005CAL      STEERING WHEEL 2-Spoke, 18" Diam., Black
0005PSA      STEERING GEAR {Sheppard M-100} Power
0005708      STEERING COLUMN Tilting
0007AAY      EXHAUST SYSTEM Single, Horizontal Muffler and Short Tail
Pipe, Aluminized Steel, Frame Mounted Right Side
0008GCU      ALTERNATOR {Delco-Remy America Inc. 22-SI} 12-Volt 145

```

Figure 11 Order Content Confirmation Report

```

0008HAB      Amp. Capacity
              BODY BUILDER WIRING Back of Cab at Frame, Includes
              Sealed Connectors for Tail/Amber Turn/Marker/
              Backup/Accessory Power/Ground and Sealed Connector for
              Stop/Turn
0008MKL      BATTERY SYSTEM (3) {International} Maintenance-Free
              12-Volt 1950CCA Total
0008RDV      RADIO {Panasonic CQ-5200U} AM/FM Stereo With CD Player,
              Weatherband, Clock With Alarm, Includes Multiple Coaxial
              Speaker
0008THB      BACK-UP ALARM Electric, 102 dBA
1RPT NO: R-9927      INTERNATIONAL TRUCK AND ENGINE CORP      PAGE 2
10-26-03 VER: 001      ORDER CONTENT CONFIRMATION      09:36:05
OORDER : 123456 F      PLANT: SPRINGFIELD      RGN: 142      CUST PO NO:
DEALER: 123456 000      INT'L TRK & ENGINE CORP
0*****
0 ORIGINAL ORDER:
0      CODE      DESCRIPTION
-----
0008WCK      POWER SOURCE, TERMINAL TYPE 2-Post
0008WCL      HORN, AIR {Grover} Black, Single Trumpet, Air Solenoid
              Operated, Mounted Behind Bumper on Right Rail
0008WPB      HEADLIGHTS Halogen; Composite Aero Design for Two Light
              System; Includes Daytime Running Lights
ADD 0008WWW      STARTING MOTOR {Leece-Neville MS2 ILO M100R} 12-Volt;
              less Thermal Over-Crank Protection, for Temporary Vendor
              Substitution Only, NOT an Orderable Code
0008XAH      CIRCUIT BREAKERS Manual-Reset (Main Panel) SAE Type III
              With Trip Indicators, Replaces All Fuses Except For
              5-Amp Fuses
0008000      ELECTRICAL SYSTEM 12-Volt, Standard Equipment
0008518      CIGAR LIGHTER
0008540      HORN, ELECTRIC (2)
0009HAD      GRILLE Chrome
0009WAY      FRONT END Tilting, Fiberglass, With Three Piece
              Construction
0010WZD      COMPETITIVE SURCHARGE CREDIT
0010060      PAINT SCHEMATIC, PT-1 Single Color, Design 100
0010441      HUBODOMETER {Stemco} English Reading (Miles) Mounted
              Rear Wheels Left Side
0010761      PAINT TYPE Base Coat/Clear Coat, 1-2 Tone
0010771      PAINT CLASS Single Custom Color.
0011001      CLUTCH Omit Item (Clutch & Control)
0012NMD      ENGINE, DIESEL {International DT466 Standard Torque}
              Electro-Hydraulic Fuel System, 50 State, 230 HP @
              2300/2600 RPM, 620 lb-ft Torque @ 1400 RPM, 2600 RPM
              Governed Speed, 237 Peak HP (Max)
              CUSTOMER PASSWORD      0000
              MAX SPEED      70
              MIN CRUISE SPEED      35
              MAX CRUISE SPEED      70
              RETARDER - SERVICE BRAKE INTERFACE      0
              MAX PTO ENGINE SPEED      1200
              SET ENGINE SPEED (speed 1)      1000
              RESUME ENGINE SPEED (speed 2)      1200
              DISABLE CAB INTERFACE FOR PTO      0
              REMOTE THROTTLE FOR PTO CONTROL      0

```

Figure 12 Order Content Confirmation Report

	ENGINE RESPONSE RATE FOR PTO	250
	MAX ROAD SPEED FOR MOBILE CONTROL	20
	IDLE SHUTDOWN MODE	0
	SERVICE INTERVAL	0
0012TSY	FAN DRIVE {Borg-Warner SA85} Viscous Screw On Type	
0012UVS	RADIATOR Aluminum; 2-Row, Cross Flow, Over Under System, 516 SqIn Louvered, With 270 SqIn Charge Air Cooler, 4.25" Core	
0012UXC	FEDERAL EMISSIONS for 2002; for International VT365, T444E, DT466 and DT530 Engines	
0012VBC	AIR CLEANER Single Element	
0012VXT	THROTTLE, HAND CONTROL Engine Speed Control; Electronic, Stationary, Variable Speed; Mounted on Steering Wheel	
0013ABB	TRANSMISSION, AUTOMATIC {ALLISON MD-3060P} Close Ratio, 5-Speed; With PTO Gear and Less Retarder	
0013WBL	TRANSMISSION SHIFT CONTROL {ALLISON} Push-Button Type; for Allison MD & HD Transmission	
0013WLD	TRANSMISSION OIL {Castrol TranSynd} Synthetic; 29 thru 42 Pints	
0013WTA	ALLISON WT SPARE INPUT/OUTPUT for General Truck, Utility, Refuse, Dump, Bus and Pickup & Delivery	
0014AET	AXLE, REAR, SINGLE {Dana Spicer 21060S} Single Reduction, 21,000-lb Capacity, Hypoid Gearing With 200 Wheel Ends	
0014VAH	SUSPENSION, RR, SPRING, SINGLE Vari-Rate; 23,500-lb Capacity, With 4500 lb Auxiliary Rubber Spring	
0015LDV	FUEL/WATER SEPARATOR {Davco Fuel-Pro 210E} With Electric Heater, Thermostatic Fuel Temperature Control; Furnished With I6 Engine, Replaces Primary Fuel Filter	
0015SEN	FUEL TANK Top Draw; D Style, Steel, 19" Deep, 70 U.S.	

1RPT NO: R-9927	INTERNATIONAL TRUCK AND ENGINE CORP	PAGE 3
10-26-03 VER: 001	ORDER CONTENT CONFIRMATION	09:36:05
0ORDER : 123456 F	PLANT: SPRINGFIELD RGN: 142 CUST PO NO:	
DEALER: 123456 000	INT'L TRK & ENGINE CORP	

0*****

0 ORIGINAL ORDER:

0	CODE	DESCRIPTION
---	---	-----
	0015SEN	Gal., 265 L Capacity, With Quick Connect Outlet, Mounted Right Side, Under Cab
	0016HBA	GAUGE CLUSTER English With English Electronic Speedometer
	0016JNT	SEAT, DRIVER {National} Air Suspension, High Back With Integral Headrest, Vinyl, Isolated, With 2 Position Front Cushion Adjustment, 6 to 17 Degree Seat Back Adjustment, Air Lumbar Support
	0016PJH	SEAT, PASSENGER {Gra-Mag} Non Suspension, High Back With Integral Headrest, Vinyl, With Fixed Back
	0016SDJ	MIRRORS (2) {Lang Mekra} Rectangular, 7.44" x 14.84", Brackets Breakaway Type, With 102" Wide Spacing, With 7.44" sq. Convex Both Sides
	0016WBY	ARM REST, RIGHT, DRIVER SEAT
	0016WJS	INSTRUMENT PANEL Center Section, Flat Panel
	0016WJU	WINDOW, POWER (2) And Power Locks, Left and Right Doors
	0016WKB	AIR CONDITIONER {International Blend-Air} With Integral

Figure 13 Order Content Confirmation Report Explanations

```

Heater & Defroster
0016WRX CAB INTERIOR TRIM Deluxe
0016WSL MIRROR, CONVEX, HOOD MOUNTED (2) {Lang Mekra} for Left
and Right Sides 7.44" Sq.
0016030 CAB Conventional, Steel
0027DMA WHEELS, FRONT DISC; 22.5" Painted Steel, 10-Stud
(285.75MM BC) Hub Piloted, Flanged Nut, Metric Mount,
8.25 DC Rims; With Steel Hubs.
0028DMA WHEELS, REAR DUAL DISC; 22.5" Painted Steel, 10-Stud
(285.75MM BC) Hub Piloted, Flanged Nut, Metric Mount,
8.25 DC Rims; With Steel Hubs
0029AAU TIRE VALVE CAP {Alligaro V2B} Flo-Thru Design
0029BAA WHEEL, FRONT, IDENTITY {Accuride} Front Disc Wheels;
Light Weight, 5 Hand-Hole, With 285.75mm B.C. Hub
Piloted Mounting, DC Rims
0029BAB WHEEL, REAR, IDENTITY {Accuride} Rear Disc Wheels; Light
Weight, 5 Hand-Hole, With 285.75mm B.C. Hub Piloted
Mounting, DC Rims
0029WLA WHEEL BEARING, FRONT, LUBE {EmGard 50W} Synthetic Oil
0029563 WHEEL SEALS, FRONT {Dana Spicer Outrunner} for Oil
Lubricated Wheel Bearings
0040AAW WRTY,LTD, BASIC VEHICLE DSPEC {Diamond SPEC} To
24-Month/Unlimited Mileage; Includes Diamond Emergency
Breakdown Service; With 90-Day Towing
07302690140 REAR (4) 11R22.5 G362 (GOODYEAR) 497 REV/MILE, LOAD
RANGE G, 14 PLY
07372130134 FRONT (2) 11R22.5 G397 LHS (GOODYEAR) 503 REV/MILE, LOAD
RANGE G, 14 PLY
DEL 0008WWN STARTING MOTOR {Leece-Neville M100R} 12-Volt; less
Thermal Over-Crank Protection
0--- ----- P A I N T   S C H E M A T I C S -----
0 PT1 100GA S 9376
0 ----- O R D E R   B Y   D E S C R I P T I O N -----
0 - SQ111/233A/2000 SQ111/247A/2000 SQ111/311A/2002
OFINAL DEST: 123456 000 MOVEMENT 1:
SALES COMPANY INC MOVEMENT 2:
1ST STREET MOVEMENT 3:
MILWAUKEE WI 54822
0*****
0 VIN ENGINE # VIN ENGINE #
1RPT NO: R-9927 INTERNATIONAL TRUCK AND ENGINE CORP PAGE 4
10-26-03 VER: 001 ORDER CONTENT CONFIRMATION 09:36:05
OORDER : 123456 F PLANT: SPRINGFIELD RGN: 142 CUST PO NO:
DEALER: 123456 000 INT'L TRK & ENGINE CORP
VIN number VIN number
VIN number VIN number
VIN number VIN number

```

0

*** END OF REPORT ***

Figure 14 Order Content Confirmation Report Explanations

Table of Contents

1. VEHICLE SAFETY CERTIFICATION.....	39
1.1. INTRODUCTION.....	39
1.2. INTERNATIONAL MODEL LINEUP.....	39
1.3. PENALTIES FOR VIOLATIONS.....	40
1.4. CERTIFICATION.....	40

1. VEHICLE SAFETY CERTIFICATION

1.1. INTRODUCTION

The purpose of this section is to inform all Dealership personnel involved in New Vehicle Processing of the International policy concerning vehicle safety certification.

1.2. INTERNATIONAL MODEL LINEUP

INTERNATIONAL® MODEL LINEUP

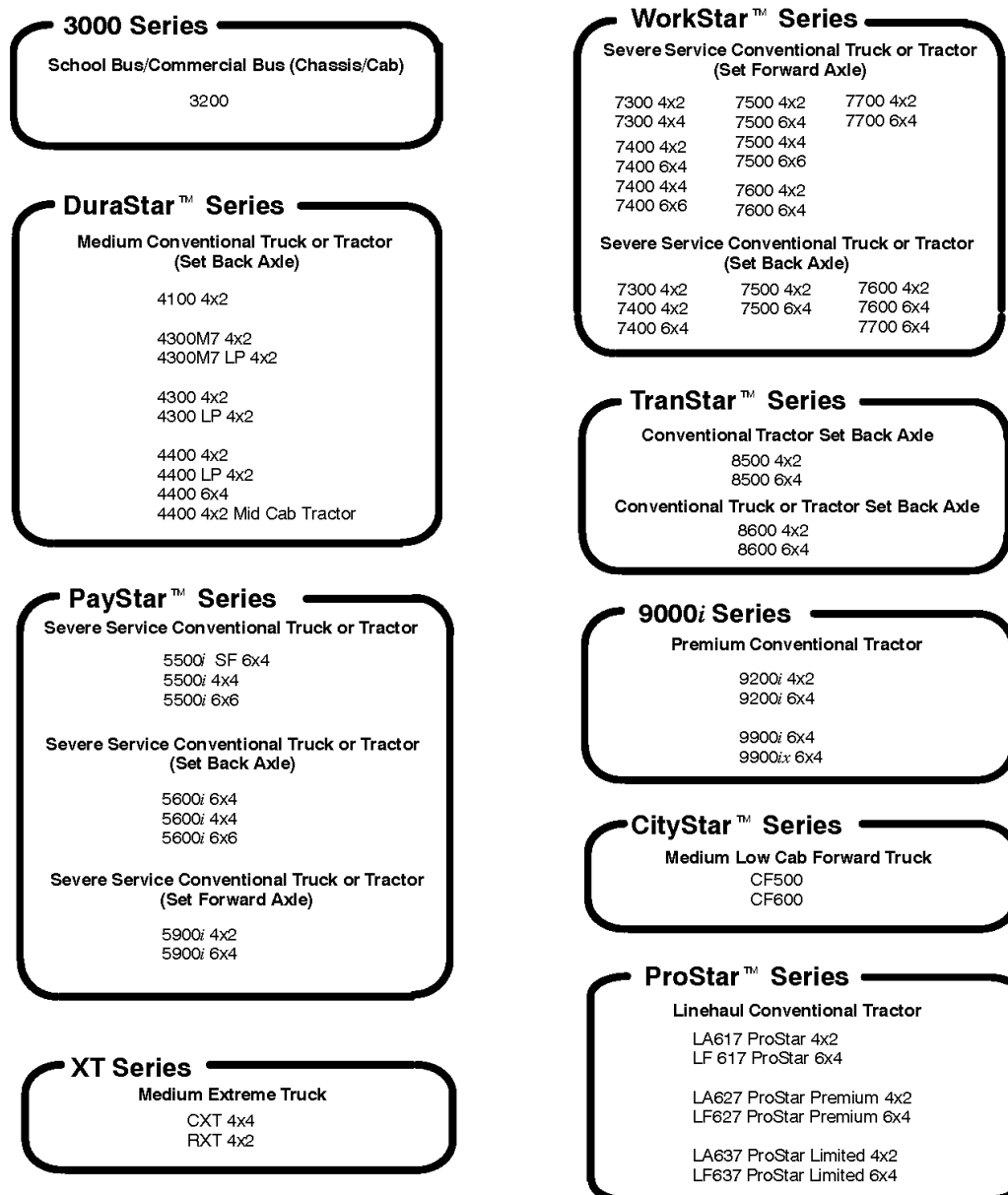


Figure 15 International Model Lineup

1.3. PENALTIES FOR VIOLATIONS

Any violation of the provisions of the Federal Motor Vehicle Safety Standards law is subject to a fine of up to \$5,000 per vehicle or other violations up to a maximum of \$15,000,000 for a related series of violations. The following are subject to these penalties:

- A. Any manufacturer who knowingly produces for sale a motor vehicle subject to the law, but which does not meet all the applicable provisions of the law;
- B. Any party who sells or offers for sale a motor vehicle built after the effective date of a standard which in the knowledge of the selling party does not comply with the standard;
- C. Any party (manufacturer, dealer, body builder or other) who completes a vehicle for sale in compliance with the law, but fails to certify the completed vehicle in the prescribed manner;
- D. Any party who knowingly certifies a vehicle as complying which does not in fact meet the requirements of the law.

The U.S. Department of Transportation has declared its intent to institute procedures periodically to inspect vehicles subject to the law, and to implement enforcement procedures which will permit detection of violations.

The requirements of the law are stringent and the penalties for violation are severe. It is therefore mandatory that all personnel involved in:

- Sale
- Preparation for delivery
- Modification or conversion
- Installation of bodies or equipment
- Final manufacture
- Maintenance and repair

of motor vehicles become familiar with the provisions of the law as they relate to their responsibilities.

COMPLIANCE WITH THE LAW IS AN ABSOLUTE MUST!!

1.4. CERTIFICATION

Please refer to the Certification information in the GOVERNMENT REQUIREMENTS section of CT-471 Body Builder Book General Information.

Table of Contents

1. PREPARATION AND DELIVERY.....	43
1.1. INTRODUCTION.....	43
1.2. CTS-1100 — NEW VEHICLE PRE-DELIVERY SERVICE.....	43
Pre-Delivery Inspection (PDI) Reimbursement (U.S. Only).....	44
Allied Equipment Or Body Manufacturer Chassis.....	45
School Bus Chassis.....	45
“Will Call”- Truck Sales Process Center (TSPC).....	46
Vehicle Identification Label.....	46
CTS-1122, Pre-Delivery Service Identity Sticker.....	47
New Vehicle Processing Documentation.....	47
Quality Inspection Report.....	47

1. PREPARATION AND DELIVERY

1.1. INTRODUCTION

This section is composed of reference documents concerning new vehicle pre-delivery and quality inspections.

1.2. CTS-1100 — NEW VEHICLE PRE-DELIVERY SERVICE

A complete review has been made of the pre-delivery service operations and sequential procedures established for the inspection of new vehicles to ensure customers receive vehicles in the best possible condition.

Separate procedures have been established and are covered by the forms which are available on the ISIS Home Page. PDI locations are to retain copies of Pre-Delivery Inspection forms. Instructions concerning record-keeping are on the forms.

Pre-Delivery Inspection (PDI) Reimbursement (U.S. Only)

DELIVERY NOTICE AND WARRANTY APPLICATION

VIN	:		:
MODEL	:		
DEALER/LOC	:		
PC NO	:	REGION:	
ORDER NO	:	SPA NO:	
DTU DATE	:	ODOMETER RDG:	
ORDER APPL CD	:		
DTU APPL CD	:		
CUSTOMER NAME:			
CONTACT	:	PHONE:	
ADDRESS	:		
CITY	:	ZIP:	
SALESMAN SSN	:	SALES PGM:	
SVC INV NO	:	IS CUSTOMER THE END USER?:	(Y/N)

CUSTOMER SURVEY INFORMATION

SURVEY LANGUAGE: ENGLISH/SPANISH/FRENCH (CIRCLE ONE)

SURVEY PARTICIPATION VIA: MAIL/PHONE/E-MAIL (CIRCLE ONE)

CUSTOMER SURVEY E-MAIL ADDRESS
(ENTER ONLY IF E-MAIL CIRCLED ABOVE)

PLEASE ENTER THE DELIVERY INFORMATION VIA YOUR ON-LINE DTU SYSTEM.

Figure 16 Delivery Notice and Warranty Application

International will reimburse only one Dealer for preparation and delivery service performed on a vehicle prior to delivery to a customer. The Delivery Notice and Warranty Application information should be entered via your online DTU system. Upon receipt of this info by the International Accounting Center (IAC), the Dealer's account will be credited for this expense. Except in unusual circumstances, pre-delivery inspections are not to be performed in advance of sale of the vehicle to the ultimate user.

The International Accounting Center will credit the Dealer for preparation and delivery service based on the time schedule in effect for the particular model and the Dealer's approved hourly customer labor rate.

Non-Reimbursement Addendum

Adjustments which are a part of the PDI (***not reimbursable as PTD warranty expense***) are as follows:

- Fluid level adjustments - Labor
- Wire harness route and clip - Tie Strapping
- Tire inflation
- Re-torque operations
- Installation of loose shipped items (except air deflector)
- Chassis Lubrication

Consumables such as windshield washer solvent, diesel fuel, coolant additives, etc. will not be reimbursed as warranty expense.

Damage due to shipping should be claimed with the shipping carrier. All other repair operations should be claimed to PTD 03 warranty.

Allied Equipment Or Body Manufacturer Chassis

Allied equipment or body manufacturers extensively modify vehicles sold to them by International; thus there is usually a considerable delay in delivering the completed vehicle to the ultimate user. Because of this delay, normal pre-delivery inspections and adjustments are not performed until the ultimate user purchases the vehicle.

School Bus Chassis

Special service agreements have been negotiated with the Dealers located in the area of the following school bus body manufacturers:

- IC Corp
- Blue Bird Body Company
- Mid Bus
- Les Entreprises Michel Corbeil, Inc.

Names and addresses of these Dealers may be found in the warranty policy letter.

It is the responsibility of the Dealer holding the special services contract, along with the Regional Service Manager, to establish an effective program which will ensure that every bus is given complete and acceptable pre-delivery service prior to its release.

School bus chassis are not to be pre-delivery serviced prior to the installation of a school bus body. Any pre-delivery service expense incurred prior to the final body assembly will be the servicing location's responsibility.

All complete school bus chassis will be pre-delivery serviced prior to their release from the school bus manufacturer by the Dealer holding the special school bus service contract only. This policy applies regardless of the method utilized in transporting the completed unit from the body manufacturer to the ultimate user.

Upon completion of the pre-delivery inspection, the servicing location will submit a service invoice, along with a copy of the completed Pre-Delivery/Quality Inspection Report, to the International Accounting Center (IAC) for payment.

Should it be determined that warranty service is required at time of pre-delivery service, a separate warranty claim should be prepared and submitted directly to the Warranty Claims Center via Direct Data Entry Warranty (DDEW).

“Will Call”- Truck Sales Process Center (TSPC)

In the United States and Canada, all Dealer and customer “will call” units that are to be used as a power source for transporting vehicles or driven singly will receive pre-delivery service prior to being released.

Vehicle Identification Label

The vehicle identification label attached to the left door has been designed to provide a permanent record for preparation and delivery of all vehicles.

Dealers are to insert the last five (5) digits of their account code in the space under “PD LOC” on the identification label followed by the month, day, and year under the word “DATE,” meaning the date the Pre-Delivery Inspection (PDI) service was performed.

The most common method for writing on the VIN plate is with ball-point pen, writing directly on the plate.

Should it become necessary to replace a vehicle identification plate, it can be obtained by providing a copy of the line set ticket, original invoice, or vehicle title to the Administration Manager, Springfield TSPC, 5975 Urbana Road — Highway 68N, Springfield, Ohio, 45502–1006. A charge, as specified in a current applicable Parts Policy letter, will be assessed to the ordering Dealer's account for each new data plate requested.

Figure 17 Vehicle Identification Label

CTS-1122, Pre-Delivery Service Identity Sticker

A Pre-Delivery Identity Sticker, CTS-1122 (Figure 18), has been developed for use as an easy visual identification of vehicles which have been serviced.

All servicing locations are instructed to complete the required information on the sticker and place it on the inside, lower right-hand corner of the windshield of all pre-delivery serviced vehicles.

The sticker may be utilized as a consistent method of identifying stock units which have been serviced for delivery.

Vehicles that are serviced for display or demonstration purposes should also have the sticker affixed for easy identification.

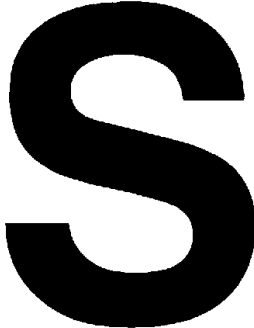
Information on the purchase of these forms can be found on the internationaltrucks.com web site.

PRE-DELIVERY SERVICE	
MODEL	VEHICLE IDENTIFICATION NO.
SERVICING LOCATION	INVOICE NO.

Pre-delivery Service Performed By: _____ Date _____

CTS-1122D

(Front Side)



MOISTEN THIS SIDE – APPLY TO WINDSHIELD

(Back Side)

Figure 18 Pre-Delivery Service Identity Sticker

New Vehicle Processing Documentation

The Pre-Delivery/Quality Inspection Reports incorporate and replace any previous pre-delivery and quality inspection documents and are available on the ISIS Home Page.

Pre-Delivery/Quality Inspection Instruction Manuals explain in detail the proper use of these forms.

Quality Inspection Report

The Quality Inspection Report is used to indicate product deficiencies that require repair or adjustment beyond normal pre-delivery inspection, and functions as an “early warning” to factory and engineering managers of product issues.

Table of Contents

1. AERODYNAMIC EQUIPMENT INSTALLATION.....51

 1.1. INTRODUCTION.....51

 1.2. SHIPPING PROCEDURES FOR DEALER INSTALLED ROOF AIR DEFLECTORS.....51

 Roof Air Deflector Preparation and Shipping Procedure.....51

 1.3. HIGH ROOF PRO SLEEPER® INSTALLATION INSTRUCTIONS.....53

 PAINTING.....53

 PARTS INFORMATION.....53

 ROOF AIR DEFLECTOR INSTALLATION.....54

 SIDE MOUNTED UPPER AIR DEFLECTOR.....55

1. AERODYNAMIC EQUIPMENT INSTALLATION

1.1. INTRODUCTION

This Manual section provides International technicians proper procedures for installing aerodynamic equipment. For aerodynamic equipment installation instructions, refer to the section below or to TSI-94-16-03R: Installation of High Roof and Low Roof 51 Inch and 72 Inch Roof Air Deflector Assemblies, 92/93/9400 Pro Sleeper Series. This TSI letter includes instructions about special installation tools, tips for quick installation, fastener torque specifications, and cautionary notes about damage and/or injury prevention.

1.2. SHIPPING PROCEDURES FOR DEALER INSTALLED ROOF AIR DEFLECTORS

Product Information Update Letter G-2388

If your order has one of the feature codes shown in the Tables below, please follow the instructions provided to obtain and prepare the roof air deflector for your customer.

Table 1 International® 4400 MCT and 8000 Models Require One of These Codes to Get a Roof Deflector

Code	Code Description
16VBM	ROOF AIR DEFLECTOR Fixed
16VBN	ROOF AIR DEFLECTOR Collapsible
16XAK	AERODYNAMIC PACKAGE Includes Roof Air Deflector and Cab Side Extenders

Table 2 International® 9000i Models Require One of These Codes to Get a Roof Deflector

Code	Code Description
16WYR	AERODYNAMIC PACKAGE {Airshield} Includes Roof Air Deflector, With Extension and Cab Side Extenders; for 51" Low-Roof Sleeper Cab
16WYS	AERODYNAMIC PACKAGE Includes Roof Air Deflector, With Extension and Cab Side Extenders; for 51" Hi-Rise Sleeper Cab
16WYU	AERODYNAMIC PACKAGE Includes Roof Air Deflector, With Extension and Cab Side Extenders; for 72" Hi-Rise Sleeper Cab
16WZN	AERODYNAMIC PACKAGE Includes Roof Air Deflector, Less Extension and Less Cab Side Extenders and Less Shelf; for 72" Hi-Rise Sleeper Cab
16WZS	ROOF AIR DEFLECTOR for Conventional Day Cab (styled aero pod with integral upper side extenders)
16WZT	ROOF AIR DEFLECTOR Less Upper Side Extenders, for Conventional Day Cab (traditional style roof air deflector less upper side extenders)
16XAC	AERODYNAMIC PACKAGE Includes Roof Air Deflector (Collapsible), With Extension and Cab Side Extenders; for 51" Low-Roof Sleeper Cab

Roof Air Deflector Preparation and Shipping Procedure

These deflectors **will NOT be shipped with the truck**. A deflector kit will be shipped directly from the manufacturer, via various LTL common carriers, approximately one week prior to the scheduled build date of the truck. The kit will be shipped to the final destination address, on file, for the vehicle.

1. Verify that the recorded final destination address is where the kit should be sent.
2. If the final destination address on record is the correct “ship-to” address then skip to step 4, but if the kit needs to be shipped to a different address, then step 3 must be completed or the kit may not be received on schedule.
3. If the final destination address must be changed, you must advise both the International Customer Response Center (CRC) and the deflector manufacturer of the “ship-to” address change. Please note that **the “ship-to” address cannot be changed within five days of the truck build date** because the kit would have already been shipped. See kit manufacturers and contacts below.
4. For orders which dealers have submitted a “**Will Advise**” or a “**BU**” destination for the vehicle, written notification must be provided in step 3 above, with the correct ship-to address and order number, etc.
5. If the destinations of the truck and the kit are different, written notification must be provided in step 3 above, with the correct ship-to address and order number, etc.
6. For orders with 16VBN (collapsible roof air deflector) dealers may have the deflector installed by the Truck Specialty Center (TSC). If desired, the dealer must specify “1st move GAP/TSC” on the order and place a work order with the TSC.
7. Once the kit arrives, follow the kit instructions for **priming, painting and installing the deflector kit**. The kits are shipped approximately one week prior to the scheduled build date of the truck to allow time for this step. Both manufacturers of these deflectors, Core Composites and Goldshield, may be able to prime and paint some deflectors prior to shipping. Please contact their customer service representatives for further details. International does not warranty painting done by these manufacturers; in this case the dealer and deflector manufacturer are responsible for any warranty regarding paint quality on these deflectors.
8. If the deflector kit does not arrive at the designated ship-to address, immediately contact the manufacturer. See the Table below for contacts by feature code.

Table 3 Contacts by Feature Code

For 16WYR, 16WZN, 16WZS, or 16XAK	For 16VBM, 16VBN, 16WYS, 16WYU, 16WZT or 16XAC
Kit manufactured by:	Kit manufactured by:
Core Composites:	GoldShield (www.goldshield.com)
U.S.: F.O.B. — Brownsville, TX	U.S.: F.O.B. — Decatur, IN
Canada: F.O.B. — Brownsville, TX	Canada: F.O.B. — Decatur, IN
Contact: Customer Service	Contact: Customer Service
Phone: 1-614-675-2073	Phone: 1-260-728-2476 or 1-800-759-8002
Fax: 1-614-675-7048	Fax: 1-260-728-9218

1.3. HIGH ROOF PRO SLEEPER® INSTALLATION INSTRUCTIONS

PAINTING

1. Prepare the outer surface of the air deflector and side mounted upper air deflectors for painting as explained in the painting instructions.

Refer to GROUP 16, PAINT AND REFINISHING section in the Master Service Manual for SIKKENS Technical Data Sheets referred to in the painting instructions.

2. Paint the air deflector and side deflectors the finish color before installation. The inside of the air deflector and the back side of the side mounted upper air deflectors do not require a class 1 finish.

PARTS INFORMATION

The air deflector assembly has been shipped with all the parts and hardware necessary to install it on the vehicle. If any of the following conditions exist, **call (260) 728 - 2481 (Gold Shield) and ask for a Customer Service Representative.**

- A. Received the wrong parts.
- B. Parts are missing.
- C. Parts are damaged. Also refer to the CLAIM FOR CARRIER LOSS OR DAMAGE information section in these instructions.

The following parts list describes the parts and quantity of each.

Table 4

Part Description	Quantity
Air Deflector	1
Air Deflector Extender (LH)	1
Air Deflector Extender (RH)	1
Roof Fairing Extender Brace (LH)	1
Roof Fairing Extender Brace (RH)	1
Flexible Cab Trim Moulding (LH)	1
Flexible Cab Trim Moulding (RH)	1
Side Rear Upper Air Deflector Mounting Support	2
5/16"-18 x 1" SST Hex Hd. Bolt	8
5/16"-18 x 1-1/2" SST Hex Hd Bolt	10
5/16" SST Lock Washer	8
5/16" SST Flat Washer	12
5/16" Hex Lock Nut, Cad Plated	10
Special SST Flat Washer .421 ID x 1.15 OD	8
#10-16 x 1-1/4" Self-Drilling Pan Hd Screw	4

Part Description and Quantity

ROOF AIR DEFLECTOR INSTALLATION

1. Two operators will be required for this operation. Remove the 5/16"-18 torx hd. capscrews installed around the raised roof (Figure 22).

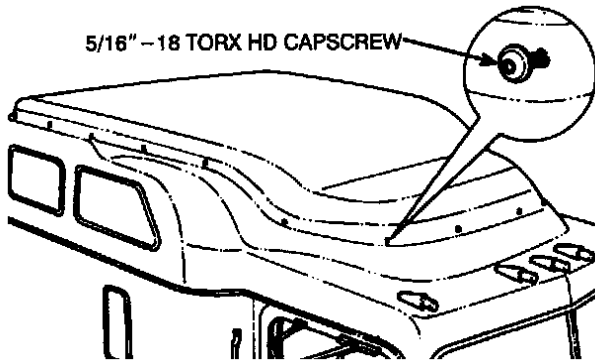


Figure 19

2. Carefully set the roof air deflector on the raised roof so that the holes in the air deflector line up with the holes in the raised roof (Figure 23). All holes require manual manipulation to smooth out bulges (manually pushing with the base of one's palm and using body leverage). A screwdriver or taper pin may be required to insure hole location does not drift during dry fit.

CAUTION – Care should be taken not to mar the paint on the roof during air deflector installation.

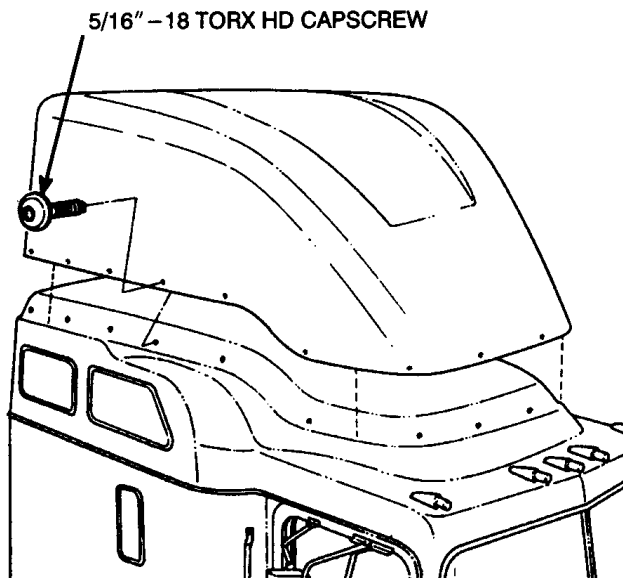


Figure 20

3. Re-install the 5/16"-18 torx hd. capscrews that were removed in step 1 to secure the air deflector to the roof (Figure 23). Tighten to 18 ft-lbs. (24 N•m). Locate the back bolts on both sides and tighten only half way.

Locate front two holes and tighten completely [18 ft-lbs. (24 N•m)]. Using both operators simultaneously, start locating and tightening each of the side holes, from front to back, tightening completely while pushing to smooth out bulges. After all holes are tightened, visually inspect and determine if any bulges are unacceptable or excessive. If excessive, remove the bolt on each side of the bulge and the adjacent bolts as well. **NOTE: On occasion you can simply push on a bulging area and re-bolt to correct the condition.** Occasionally, 1 to 3 holes per side need to be elongated to correct the bulge. Retighten all bolts.

SIDE MOUNTED UPPER AIR DEFLECTOR

1. Install the left and right flexible cab trim molding to the rear of both air deflector extenders. Position the flexible trim flush with the top of the air deflector extender. Secure the trim in position with one #10-16 x 1-1/4" self-drilling pan hd. screw in the center of the molding. Tighten the screws to 6 ft-lbs. (8 N•m). **DO NOT OVER TIGHTEN.**
2. Hold the air deflector extender in position against the back of the roof air deflector with "C" clamps. Position the extender so it is even with the top and flush with the outer edge of the roof air deflector.
3. Use the three holes in the extender as a template and drill 11/32" holes through the rear of the roof air deflector in these locations.
4. Secure the air deflector extender to the back of the roof air deflector with three 5/16"-18 x 1-1/4" bolts, 5/16" flat washers, special washers and lock nuts in the three drilled holes as illustrated in view B-B, Figure 21. Tighten the fasteners to 18 ft-lbs. (24 N•m). Repeat this procedure on the opposite side of the roof air deflector.
5. Install the roof fairing extender brace between the rear of the roof air deflector and the air deflector extender as illustrated in views A-A and C-C, Figure 21. Tighten fasteners to 18 ft-lbs. (24 N•m).
6. Install the side rear upper air deflector mounting brackets between the upper and lower side mounted air deflectors with 5/16"-18 x 1" SST hex hd. bolts and 5/16" lock washers as illustrated in view "D", Figure 21. Tighten all fasteners to 18 ft-lbs. (24 N•m).

NOTE – The right side rear upper air deflector mounting bracket is different from the left bracket. The right bracket has a chamfer and three mounting holes on one end.

7. Repeat this procedure on the opposite side of the roof air deflector.

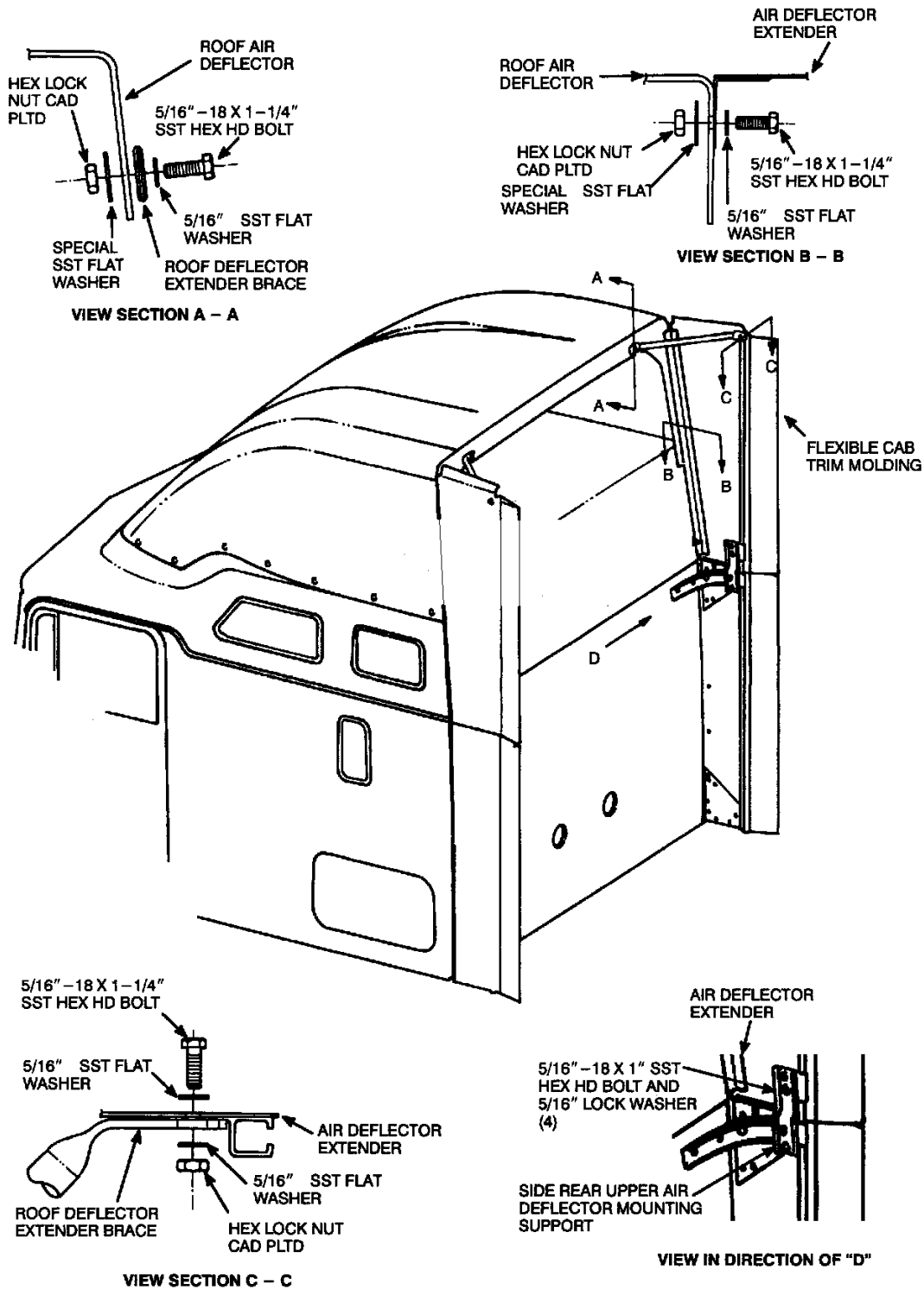


Figure 21

Table of Contents

1. FINAL DELIVERY GUIDELINES.....	59
1.1. INTRODUCTION.....	59
1.2. FINAL DELIVERY GUIDELINES.....	59
Introduction.....	59
CSP — Strategic Initiative.....	59
Before Vehicle Pick-Up Or Delivery.....	59
During Vehicle Pick-Up Or Delivery.....	59
How To Know When You're Satisfying Your Customers.....	60
International Customer Satisfaction Process (CSP).....	60
The Surveys.....	60

1. FINAL DELIVERY GUIDELINES

1.1. INTRODUCTION

The purpose of this Section is to reinforce the need for everyone involved in new vehicle processing to become responsible for customer satisfaction.

This section gives general guidelines on delivery procedures, and details how these practices coincide with the Customer Satisfaction Process to improve sales performance and customer relationships.

1.2. FINAL DELIVERY GUIDELINES

Introduction

The customer's first experience with the vehicle and your Dealership makes a lasting impression that contributes to the overall image of the product and dealership personnel. Ensuring every International vehicle is ready for the customer, making the delivery a positive experience, and providing superior service after the sale all contribute to customer satisfaction. REMEMBER, EVERY CONTACT WITH THE CUSTOMER IS AN OPPORTUNITY TO PROVIDE SATISFACTION.

Customers are much more likely to be satisfied with a dealership that takes responsibility at delivery time for new vehicle operation and appearance. This kind of commitment to product quality gets respect in the marketplace. To make the delivery experience the best it can possibly be, perform the following steps to help ensure your customers' satisfaction with the delivery process, and with the new vehicle.

CSP — Strategic Initiative

As dealers, you are a vital link in creating the ultimate customer experience. This strategic initiative was designed to help you improve customer retention and exceed your market performance. In support of this strategy, the CSP process has been created to deliver the following program benefits:

- Provide a direct communications link between customers, dealers and International Truck and Engine Corporation.
- Establish a continuous measurement and benchmark tool to assess progress.
- Confirm that critical sales and delivery steps are completed.
- Enable early detection of customer dissatisfaction.
- Measure satisfaction with service and parts department.
- Identify unmet customer needs for dealer support and future product features.
- Provide an effective means to listen and learn from your customers.

Before Vehicle Pick-Up Or Delivery

1. ORDER SPECIFICATION VALIDATION — Verify the vehicle(s) matches the customer's order for all specifications and the selected options.
2. PREPARATION and DELIVERY — Ensure all required vehicle PDI procedures have been properly completed.

During Vehicle Pick-Up Or Delivery

1. WALK-AROUND PRESENTATION — Present the vehicle by walking around it with the customer, describing the order specifications, and the operating and safety features.

2. **DEALERSHIP INTRODUCTIONS** — Introduce your customer to dealership personnel, including management, and provide a Dealership Fact Sheet for each vehicle, and the office.
3. **WARRANTY EXPLANATION** — Review the standard warranty package with the customer, and inquire if any Optional and/or Customer Service Contract coverage is needed.
4. **DTU COMPLETION** — Fill out the Delivery Notice and Warranty Application, DGE-1050. Be sure to enter the name and telephone number of the customer.
5. **SURVEY NOTIFICATION** — Inform the customer that International will send a Customer Satisfaction Survey to the Business Contact within 90 days, and ask that they complete and return the survey.

How To Know When You're Satisfying Your Customers

To know how well your customers are satisfied with your dealership, you should ask them. Since you don't have time to interview every Customer, International "asks" for you by way of the Customer Satisfaction Process (CSP). CSP is a direct means of requesting your customers' feedback, with the purpose of gaining understanding of customer needs and expectations. Through recognition of your strong and weak points you can improve dealership performance, so you will better satisfy your customers.

CSP provides many benefits: satisfied customers gain a favorable impression of the dealership, and are more likely to return for future purchases; also, they will convey their positive experiences and opinions to other prospective buyers. Customer satisfaction means new business, repeat business, and positive referrals.

International Customer Satisfaction Process (CSP)

Overview

International Customer Satisfaction Process (CSP) is a major part of our commitment to provide our customers with the highest quality vehicles and services in the transportation industry. CSP enhances mutual dealer/company efforts to achieve the highest levels of customer satisfaction possible.

The Customer Satisfaction Process is a method of obtaining customer opinions and reporting the results to International dealers. Major features of CSP are:

- There is no cost to International dealers for participating in the process.
- All postage and other expenses are paid by International.
- All International dealers are automatically enrolled in the process.

The Customer Satisfaction Process consists of:

1. A **DELIVERY** experience survey, to be completed by the customer 90 days after delivery
2. A **PARTS AND SERVICE** survey, to be completed by the customer after one year of ownership
3. Reporting, in the application that helps you identify your dealership's strengths and opportunities for improvement.

The Surveys

DELIVERY Survey: Within 90 days after vehicle delivery, International mails a personalized Customer Satisfaction Survey questionnaire to each dealership customer taking delivery of an International vehicle. This DELIVERY survey identifies the selling dealership and the purchased vehicle; the customer is asked to

complete and return the questionnaire. The DELIVERY survey assesses the level of customer satisfaction in several essential areas:

- Sales and delivery experience
- Vehicle preparation
- Overall dealership satisfaction
- Customer interest in extended warranties
- Product quality and performance.

A sample DELIVERY survey follows.



«Access Code»

«FullMailDate»

«FullName»

«CompanyName»

«Address1»

«Address2»

«City, State Zip CountryName»

When completing this survey, please answer regarding the following vehicles:

Thank you for the purchase of your «ModelDescription» from «DealerName».

The goal of International Truck is for you to be completely satisfied with your purchase. We believe your satisfaction is based on the performance of our products and supporting services from our dealers. We are committed to building products that deliver lasting value to your business.

Your comments and opinions are extremely important to us as they are used to drive improvements in both products and services. With this in mind, please take a few minutes to complete the attached survey.

There are two easy ways to tell us your opinions!

Choose the method that's most convenient for you.



Respond on the Internet. Log on to our customer satisfaction Web site: www.4survey.com
Enter the access code from the top of this form and follow the instructions on the screen.



Respond by Mail. Complete the survey on the following pages and place the survey in the postage paid envelope.

Thank you for your trust in the International product and Dealer organization.

Sincerely,

«Signature»

«SignatureName»

«SignatureTitle1»

«SignatureTitle2»

CSP Program Services ■ P.O. Box 1497 ■ Bridgeview, IL 60455-9842

Figure 22



Medium Truck 90 Day

Use a soft lead pencil or blue or black ballpoint pen. Make heavy black marks that fill the circle completely. Correct mark Incorrect marks

Overall Ownership Experience

1. **Overall**, how satisfied are you with the International Dealership where you purchased your vehicle?
2. How likely would you be...
- a. To **recommend** this International Dealership?
- b. To **repurchase** from this International Dealership?
3. **Overall**, how satisfied are you with this International truck?
4. How likely would you be...
- a. To **recommend** an International truck?
- b. To **repurchase** an International truck?

Dealership Experience...please tell us how we did.

5. How satisfied are you with the sales process?
Please Note: NA = Not Applicable
- Overall satisfaction with your sales treatment
(If you selected a "10" as your overall sales satisfaction you may skip to question 6.
Otherwise, please answer items a-f.)
- a. Courtesy in dealing with you
- b. Knowledge of International trucks
- c. Explanation of the truck's operating features
- d. Explanation of the truck's maintenance requirements
- e. Explanation of the truck's standard warranty coverage
- f. Proper specification of the vehicle for the job it was to perform
6. Regarding this truck, did someone...
- a. Make sure that you knew how to arrange for service or repairs?
- b. Make sure that you knew how to obtain replacement parts?
- c. Offer you the opportunity to finance or lease this truck?
- d. Offer you the opportunity to purchase an extended warranty contract?
- e. Contract you regarding your satisfaction?
7. Which Dealership/Distributor prepared and delivered this truck?
- a. <<RetailerName>>
- b. Other (please specify Dealership name, city, and state)

Figure 23

Dealership Experience *(continued)*

	Completely Satisfied	Not at all Satisfied
8. How satisfied are you with the preparation of this truck?		
a. Exterior cleanliness	10 9 8 7 6 5 4 3 2 1 NA	
b. Interior cleanliness	10 9 8 7 6 5 4 3 2 1 NA	
c. Fluid levels (coolant, oil, etc.)	10 9 8 7 6 5 4 3 2 1 NA	
d. Fluid leaks (coolant, oil, fuel, etc.)	10 9 8 7 6 5 4 3 2 1 NA	
e. Overall satisfaction with new vehicle preparation	10 9 8 7 6 5 4 3 2 1 NA	
9. Overall Comments/Suggestions on your Dealership Experience: _____		

Product Experience...please tell us how your International truck is performing.

	Completely Satisfied	Not at all Satisfied	Mark if you had a problem	Please explain the problem	Mark if unresolved
10. Overall , how satisfied are you with the truck in the following areas?					
a. Quality of the truck	10 9 8 7 6 5 4 3 2 1 NA				
b. Truck delivered when promised	10 9 8 7 6 5 4 3 2 1 NA				
c. Engine performance	10 9 8 7 6 5 4 3 2 1 NA				
d. Transmission performance	10 9 8 7 6 5 4 3 2 1 NA				
e. Chassis	10 9 8 7 6 5 4 3 2 1 NA				
f. Electrical systems performance	10 9 8 7 6 5 4 3 2 1 NA				
11. Considering the areas below how would you rate your satisfaction with each item. And have you experienced problems with your truck since delivery? If you have, please mark the item, provide an explanation of the issue and let us know if the problem is still unresolved to your satisfaction.					
a. Engine/Cooling					
1. Power to accelerate when fully loaded.....	10 9 8 7 6 5 4 3 2 1		<input type="radio"/>	_____	<input type="radio"/>
2. Power to climb hills when fully loaded.....	10 9 8 7 6 5 4 3 2 1		<input type="radio"/>	_____	<input type="radio"/>
3. Fuel economy.....	10 9 8 7 6 5 4 3 2 1		<input type="radio"/>	_____	<input type="radio"/>
4. Oil consumption.....	10 9 8 7 6 5 4 3 2 1		<input type="radio"/>	_____	<input type="radio"/>
5. Cooling system/radiator.	10 9 8 7 6 5 4 3 2 1		<input type="radio"/>	_____	<input type="radio"/>
b. Drivetrain/Chassis					
1. Front axle/suspension....	10 9 8 7 6 5 4 3 2 1		<input type="radio"/>	_____	<input type="radio"/>
2. Rear suspension.....	10 9 8 7 6 5 4 3 2 1		<input type="radio"/>	_____	<input type="radio"/>
3. Transmission operation/ shifting.....	10 9 8 7 6 5 4 3 2 1		<input type="radio"/>	_____	<input type="radio"/>
4. Rear axle operation/ shifting.....	10 9 8 7 6 5 4 3 2 1		<input type="radio"/>	_____	<input type="radio"/>
5. Tires/wheels.....	10 9 8 7 6 5 4 3 2 1		<input type="radio"/>	_____	<input type="radio"/>
6. Brake system.....	10 9 8 7 6 5 4 3 2 1		<input type="radio"/>	_____	<input type="radio"/>
7. Frame/chassis.....	10 9 8 7 6 5 4 3 2 1		<input type="radio"/>	_____	<input type="radio"/>

continued on next page ⇨

Figure 24

Product Experience *(continued)*

	Completely Satisfied	Not at all Satisfied	Mark if you had a problem	Please explain the problem	Mark if unresolved
c. Electrical/Electronics					
1. Gauges/instruments.....	10 9 8 7 6 5 4 3 2 1		<input type="radio"/>	_____	<input type="radio"/>
2. Switches.....	10 9 8 7 6 5 4 3 2 1		<input type="radio"/>	_____	<input type="radio"/>
3. Starting/ charging system.....	10 9 8 7 6 5 4 3 2 1		<input type="radio"/>	_____	<input type="radio"/>
4. Exterior/interior lighting.....	10 9 8 7 6 5 4 3 2 1		<input type="radio"/>	_____	<input type="radio"/>
5. Radio/sound system.....	10 9 8 7 6 5 4 3 2 1		<input type="radio"/>	_____	<input type="radio"/>
d. Cab					
1. Cab exterior.....	10 9 8 7 6 5 4 3 2 1		<input type="radio"/>	_____	<input type="radio"/>
2. Cab interior.....	10 9 8 7 6 5 4 3 2 1		<input type="radio"/>	_____	<input type="radio"/>
3. Noise/rattles/leaks.....	10 9 8 7 6 5 4 3 2 1		<input type="radio"/>	_____	<input type="radio"/>
4. Air conditioner/ heater operation.....	10 9 8 7 6 5 4 3 2 1		<input type="radio"/>	_____	<input type="radio"/>
5. Exterior paint.....	10 9 8 7 6 5 4 3 2 1		<input type="radio"/>	_____	<input type="radio"/>
e. Other (please specify)					
_____	10 9 8 7 6 5 4 3 2 1		<input type="radio"/>	_____	<input type="radio"/>

12. Overall Comments/Suggestions on your Product Experience: _____

Thank you for completing our survey.

Name (please print)

Title

Phone

Date

*If you filled out this form please return the completed survey in the enclosed postage-paid envelope.
If you answered via the web you do not need to send in this form. Thank you for your comments.*

Figure 25 Delivery Survey Page 3

Printed in the United States of America