



VEHICLE RECALL

G-04520

November 2004

**SUBJECT: SAFETY RECALL (U.S., EXPORT)
MOUNTING BOLTS on IROS equipped 3200, 4200,
4300, and 4400 models built 8/23/2004 thru 10/1/2004**

DEFECT DESCRIPTION

Four rear suspension fasteners may not be tightened sufficiently. This hardware connects the main support members of the rear suspension to the hanger brackets. This connection could fail by the nuts working their way loose or off, or the bolts could break from fatigue. A failure of these fasteners could result in separation of the main support from the hanger bracket possibly resulting in a sudden loss of control of the vehicle. This could cause a **vehicle crash without warning**, possibly resulting in **property damage, personal injury, or death**.

MODELS INVOLVED

This Safety Recall involves 3200, 4200, 4300, and 4400 models built between 8/23/2004 and 10/1/2004 at the Springfield, Ohio Assembly Plant with IROS rear air suspension systems.

OWNER NOTIFICATION

International Truck and Engine Corporation will notify owners of these vehicles about this campaign. A copy of the owner letter is attached. During the recall process, a listing of owner names and addresses will be furnished to the involved dealers to enable dealers to follow up with owners and have the vehicles corrected. You must limit the use of this listing to this campaign because the list may contain information obtained from state motor vehicle registration records and the use of such motor vehicle registration data for purposes other than this campaign is a violation of law in several states.

PARTS INFORMATION

The part required for this recall is:

Part Number	Part Description	Quantity
8900081R91	KIT, FIELD FIX SUSP BOLT IROS	1

This Recall Service Kit contains the following parts:

Part Number	Part Description	Quantity
31090R1	BOLT, M20 X 100 PHC CL 10.9 FL	4
40204R1	NUT, HEX METRIC PREV. TORQ*M20	4

SERVICE PROCEDURE



WARNING:

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



WARNING:

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

1. Remove one bolt and nut at a time, then install a new bolt and nut.

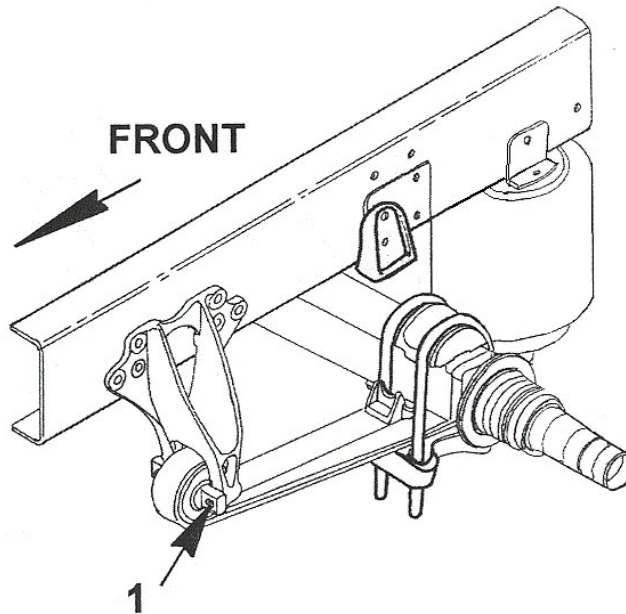


Figure 1

NOTE: The bolts go through the bushing bar pin in the direction of the arrow with the bolt head against the bar pin (**FORWARD**) and the nut against the hanger (**REAR**). There are two bolts and two nuts required per side.

2. Tighten the new bolt almost to full torque [full torque is **370-460 LbF-Ft (500-625 Nm)**] so that the clamp load will hold the bushing pin aligned while the other bolt is replaced.
3. Repeat step 2 until all four bolts and nuts have been replaced.
4. Finally, fully tighten all four (4) bolts to **370-460 LbF-Ft (500-625 Nm)**.

NOTE: DO NOT REUSE ANY OF THE ORIGINAL BOLTS OR NUTS

END OF SERVICE PROCEDURE

LABOR INFORMATION

<u>Operation No.</u>	<u>Description</u>	<u>Time</u>
A40-04520-1	<i>Perform Recall Service Procedure, Install four (4) bolts.</i>	0.6 Hr

CAMPAIGN IDENTIFICATION LABEL

*Each vehicle corrected in accordance with this campaign **must be** marked with a CTS-1075 Campaign Identification Label.*

Complete the label and attach on a clean surface next to the vehicle identification number (VIN) plate.

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

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

Proceed immediately to make necessary correction to units in inventory. **All inventory vehicles subject to this recall campaign must be corrected prior to sale, transfer or delivery.** If vehicles have been sold or transferred and you are in receipt of Customer Notification Letters and Authorization for Recall Service cards for those vehicles, the transfer location or customer must be notified **IMMEDIATELY** from your dealer location.

Dealers must correct all vehicles subject to this campaign at no charge to the owner, regardless of mileage, age of vehicle, or ownership, from this time forward.

The National Traffic and Motor Vehicle Safety Act, as amended, provides that each vehicle that is subject to a vehicle recall campaign must be adequately **repaired** within a reasonable time after the owner has tendered it for repair. A failure to adequately repair within **60 days** after a tender of a vehicle is prima facie evidence of failure to repair within a reasonable time. If the condition is not adequately repaired within 60 days, the owner may be entitled to **replacement** with an identical or reasonable equivalent vehicle at no charge, or to a **refund** of the purchase price less a reasonable allowance for depreciation.

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

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

WARRANTY CLAIMS

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

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

	GROUP	NOUN	C	WARR.	TP	PAD
GROUP Enter number G—						
NOUN Leave blank						
C (CAUSE) Enter either 1, 2, 3. (see below)						
1. Inspected (No repair required).						
2. Inspected and repaired.						
3. Defective part from parts stock.						
WARRANTY (Warranty Code) Enter 40.						
TYPE PART Enter P for type part causing failure.						
PAD Enter 100						

ADMINISTRATIVE/DISTRIBUTOR RESPONSIBILITY (EXPORT)

Proceed immediately to make necessary correction to units in inventory. All inventory vehicles subject to this recall campaign must be corrected prior to sale, transfer or delivery. If vehicles have been sold or transferred and you are in receipt of Customer Notification Letters and Authorization for Recall Service cards for those vehicles, the transfer location or customer must be notified from your distributor location.

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

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

INTERNATIONAL TRUCK AND ENGINE CORPORATION