



INTERNATIONAL TRUCK AND ENGINE CORPORATION
4201 WINFIELD ROAD, WARRENVILLE, IL 60555

TRUCK GROUP

DATE: APRIL 2004

TO: CALIFORNIA DEALERS/SUBSIDIARY SERVICE MANAGERS

FROM: COMPLIANCE DEPARTMENT

SUBJECT: CALIFORNIA VOLUNTARY LOW NO_x ENGINE SOFTWARE UPGRADE

International Truck and Engine Corporation and other manufacturers of heavy-duty diesel engines have entered a voluntary agreement with the California Air Resources Board to expand the scope of Low NO_x software upgrades in California. This notice describes the expanded upgrade program and your role in implementing the program.

Our agreement with ARB applies to California-registered vehicles containing 1998 model year International DT466E and 530E engines as defined by recall letter G-99514. ("Reflashable Engines"). In addition to the current requirement that a Low NO_x ECM program be installed on such engines at the time of engine rebuild, we have also agreed that Low NO_x Engine Software Upgrades must be installed as follows:

- Whenever the owner/operator of any CALIFORNIA REGISTERED vehicle that is involved in this recall, requests installation of a Low NO_x Engine Software Upgrade; or
- If, as part of a regular service visit, the owner/operator of a CALIFORNIA REGISTERED vehicle that is involved in this recall agrees to the installation of a Low NO_x Engine Software Upgrade.

At the vehicle owner/operator's request, the Low NO_x Engine Software Upgrades MUST be provided and installed at no charge. The Dealer's costs incurred in installing the Low NO_x Engine Software Upgrades will be covered pursuant to the terms of International's existing Low NO_x Engine Software Upgrade program, as described in recall letter G-99514. Reflashed engines MUST be labeled with the same label affixed during a Low NO_x Engine Software Upgrade as described in recall letter G-99514.

IMPORTANT: This notice does NOT supersede the previous recall letter, which describe MANDATORY federal and California requirements to install Low Nox Engine Software Upgrades in the event of a complete or partial engine rebuild. Please refer to recall letter G-99514 for the details of those requirements.

ENGINES COVERED BY THE AGREEMENT

The Reflashable Engines covered by the voluntary agreement with the California Air Resource Board (CARB) are those International-manufactured electronically controlled Model Year 1998 DT466E and 530E engines built after November 1, 1997:

DT466E WNVXH0466FNA, WNVXH0466CCB, WNVXH0466FNC, WNVXH0466CCD

DT/HT530E WNVXH0530FNA, WNVXH0530CCB, WNVXH0530FNC, WNVXH0530CCD

If an engine model appears on the list, that engine is a Reflashable Engine covered by this voluntary agreement, and is eligible for the Reflash under the provisions of the agreement at no cost to the vehicle owner/operator, if requested or agreed upon by the vehicle owner/operator.

DEALER PROMOTION

Please note that it is in International's best interest to install the Low NOx Engine Software Upgrades on as many of the above defined engines as possible to avoid potential mandatory California Air Resource Board (CARB) Reflash requirements in the future.

Accordingly, we expect you to offer Low NOx Engine Software Upgrades to all customers who own or operate a CALIFORNIA REGISTERED vehicle INVOLVED IN THIS RECALL and who come in for service or who request a Low NOx Reflash during any service visit. Specifically, this Low NOx Engine Software Upgrade offer should be implemented by a clearly visible sign displayed in a prominent position in the Dealer service area where service orders are typically completed highlighting the availability of the Low NOx Engine Software Upgrade at no charge to the customer.

LOW NOx REFLASH LABEL

As part of the Low NOx Engine Software Upgrade, a "Campaign Identification Label" identifying the installing International dealer and date of installation must be completed and affixed on the driver's side door pillar near the VIN plate (as required by G-99514) before the vehicle is returned to service. This label is the same that is affixed when performing a Low NOx Rebuild pursuant to recall letter G-99514.

REIMBURSEMENT

Dealer's costs for installing Low NOx Engine Software Upgrades will be recoverable pursuant to the terms of International existing Low NOx Rebuild Program, as described in recall letter G-99514.