



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

TRUCK GROUP

SAFETY RECALL 03504

March, 2003

Dear International Customer:

This Safety Recall is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. International has decided that a defect related to motor vehicle safety exists in the engine starter on your vehicle. The vehicles involved are 8600 models built from 9/3/02 through 1/30/03 with C10 or C12 Caterpillar engines and Leece Neville starters. The vehicle identified on the enclosed card fits this description and our records show that you own this vehicle. Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

REASON FOR THIS RECALL

There is the potential that the starter field stud may contact the frame rail on some vehicles because of variations in the air gap between the field stud and the frame rail.

RISK TO MOTOR VEHICLE SAFETY

Should the starter field stud contact the frame rail there would be a direct full battery short to the frame (ground) when the starter is in the cranking mode. A direct short may create a fire hazard and can result in **property damage, personal injury, or death.**

ACTIONS YOU SHOULD TAKE

1. **Our records show that you are the owner** of the vehicle identified on the enclosed card. **If you are not the owner**, please read paragraph number 4.

2. **Please contact your local International dealer**, with your recall card in hand, to schedule an appointment to have your vehicle repaired. **All vehicles involved in this recall must have the service procedure completed.** International dealers will have parts and instructions to repair your vehicle by 3/28/03. This repair will be performed without charge to you and will take approximately 1.9 hours. Have your dealer verify and correct your address if necessary.
If your local International dealer performs the repair, they will submit a warranty claim; therefore, you **DO NOT** have to mail in the campaign card.
3. **If the vehicle will not or cannot be corrected**, please mark on the enclosed card under "CHECK ONE", the box which best describes why the vehicle will not be repaired, and return the postage-prepaid card to us.
4. **In the event you do not own the vehicle** described on the card, please complete the card, fill in the new customer name and address if known, and return it to us. This information will allow us to update our records so we can contact the new owner and you will not be contacted again regarding this recall.

IF YOU NEED ASSISTANCE

If you take your vehicle to your International dealer on a mutually agreed upon service date, and the dealer does not remedy this condition without charge on that date or within five days, you can obtain assistance by following the procedure described in the Owner Assistance Guide section in your Owner's Manual, or by calling toll free 1-800-448-7825.

You may also wish to submit a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S.W., Washington, D.C., 20590, or call the Administration toll-free Auto Safety Hot-Line at 1-888-327-4236 if your International dealer fails to repair or is unable to remedy this condition without charge or within a reasonable time.

We urge your prompt attention to the correction of this Safety Recall and apologize for any inconvenience this may cause.

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