

Safety Recall

INTERNATIONAL

G—01508

U.S., Export

Date: July, 2001

Subject File: ELECTRICAL

Subject: Replacing The Remote Power Modules On 4300 And 4400 Models Built From 10/24/00 through 6/01/01

Model: 4300

Start Date: 10/24/2000 End Date: 06/01/2001

Model: 4400

Start Date: 10/24/2000 End Date: 06/01/2001

DEFECT DESCRIPTION

Print ready (PDF file) copy of the dealer letter

Print ready (PDF file) copy of the customer letter

There is an electrical defect within the remote power modules. These vehicles were built with the ability to add six remote switches per module, which are typically mounted outside the cab and are used to turn on and off circuits that perform custom electrical functions. If two or more remote switches are actuated ON at the same time or close to the same time, all six of the outputs on the remote power module (RPM) will turn on. If two or more remote switches are actuated OFF at the same time or close to the same time, all six of the outputs on the remote power module will turn OFF.

International has no record of how the remote power modules are used on the truck body. However typical applications might be for powering refuge body packing applications, remote PTO applications, ambulance accessories, utility boom and bucket applications, etc. There could be one, two or three remote power modules per vehicle.

Unintentional activation of remote body accessories such as the example applications listed above **could cause an accident resulting in property damage, personal injury, or death.**

MODELS INVOLVED

Only 4300 and 4400 models built from 10/24/00 through 6/01/01 with the following remote power module sales feature codes: 08WSK, 08WSM or 08SAJ.

OWNER NOTIFICATION

International Truck and Engine Corporation will notify owners of these vehicles about this campaign. 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 since 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.

SERVICE PROCEDURE

INTRODUCTION:

The repair for this recall is to **replace all remote power modules** on the involved vehicles. **There is no inspection option.**

The vehicles involved in this recall may have one, two or three remote power modules. See the PART INFORMATION section to determine how many power modules are required for the vehicle being repaired. Remote power modules on vehicles in this campaign can be mounted in two locations (see Figure 1 for frame mounted and Figure 2 for battery box mounted).

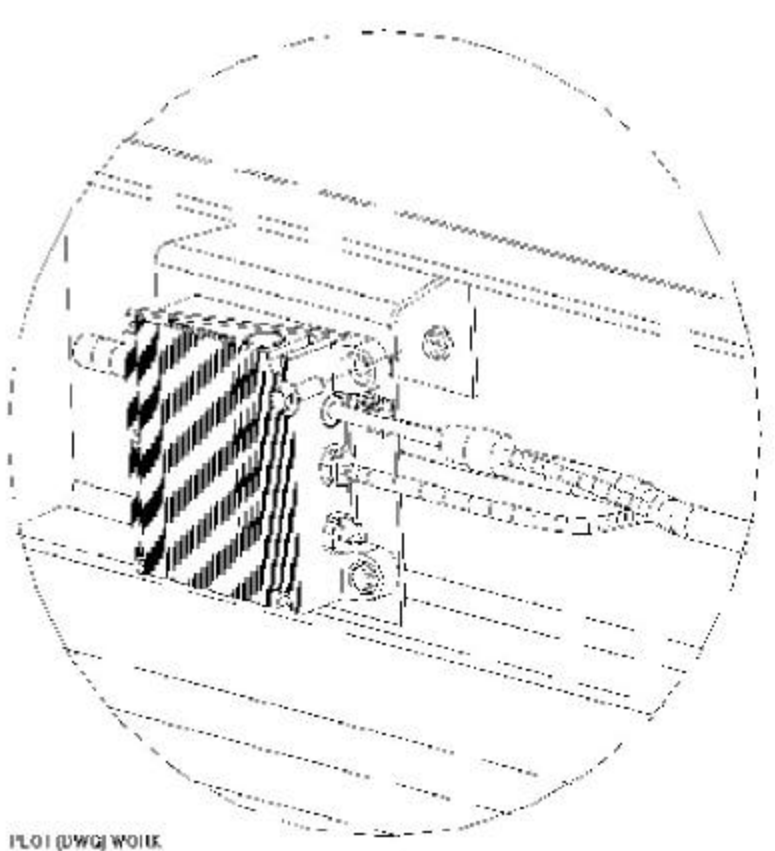


Figure 1 Frame Mounted RPM, Vehicles Ordered With 08WSK

SERVICE PROCEDURE (CONT.)

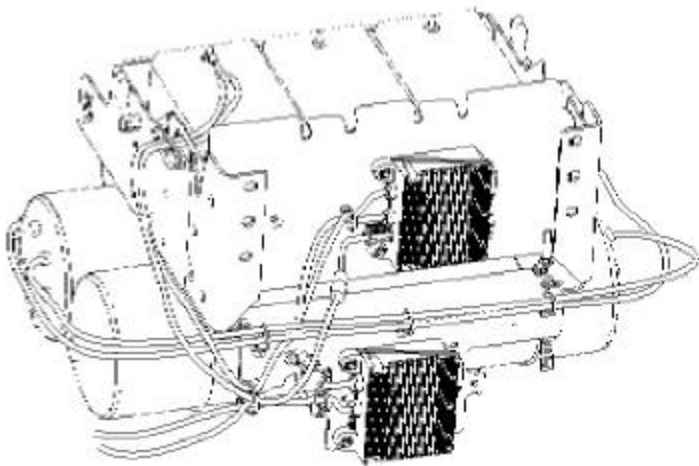


Figure 2 Battery Box mounted RPM's

08SAJ provides both RPM's as shown

08WSM provides only the upper RPM, not the lower

Removing The Remote Power Module

1. Before starting the repair, identify the quantity of RPM's and their locations on your vehicle by going to the "PART INFORMATION" section of this recall letter. **This is a critical step because you must identify all the RPM's on each vehicle and change them all.**
2. Park the vehicle on level ground, put the transmission in neutral, set the parking brake and shut off the engine.
3. Block the rear wheels to prevent the vehicle from moving in either direction.



WARNING – If the vehicle rolls unexpectedly, the result could be serious personal injury or death.

4. Raise the vehicle if necessary and support the vehicle with safety stands.



WARNING – Do not work under a vehicle supported only by jacks. Jacks can slip or fall over and cause injury.

5. Electrically disconnect the Battery.

SERVICE PROCEDURE (CONT.)

6. **For frame mounted RPM's (see Figure 1):** Disconnect the electrical connectors to the RPM and remove the RPM from the mounting bracket.
7. **For battery box mounted RPM's (see Figure 2):** If there are two RPM's on the battery box, disconnect the electrical connectors to the lower RPM first and remove the lower RPM. To gain access to the upper RPM on the battery box, remove the RPM mounting bracket by removing the four bolts holding the bracket to the battery box frame. For the modules mounted directly behind the batteries, remove the batteries as required to access the RPM mounting bolts and remove the RPM.
8. Make sure you replace all the RPM's on the vehicle. If all the RPM's on the vehicle are not replaced, the Safety Recall has not been completed.
9. **All RPM's must be returned** per the instructions in the "PARTS INFORMATION" section of this recall letter or the R-5185 PARTS DISPOSITION AUTHORIZATION form.

Installing The Remote Power Module

1. **For frame mounted RPM's:** Install the new RPM to the mounting bracket and torque the mounting bolts to **42-51 Lbf-Ft (56-68 NM)**.
2. **For battery box mounted RPM's:** Install the upper RPM to the battery box, torque the mounting bolts to 42-51 Lbf-Ft (56-68 NM) and reconnect all electrical connectors to the upper RPM. If there is a lower RPM, install the mounting bracket with the four bolts and torque the bolts to 17-22 Lbf-Ft (23-29 NM). Then install the lower RPM to the bracket and torque the mounting bolts to **42-51 Lbf-Ft (56-68 NM)**.
3. Reconnect the electrical connectors to frame mounted and lower battery box mounted RPM's.
4. Re-install the batteries if removed.
5. Electrically reconnect the batteries.
6. Remove the wheel chocks and lower the vehicle if it was raised.
7. Carefully check the functionality of the RPM switches. However, if you are unfamiliar with the equipment, ask the customer to verify functionality before leaving your facility.

PARTS INFORMATION

ORDERING PARTS:

The Remote Power Module Service Kit Number is **2506398C91**. This kit contains extra connectors and a terminating resistor. These extra parts are not required to make this repair unless the original parts are damaged.

NOTE – Due to a limited supply of parts, DO NOT order more than one remote power module (RPM) for each vehicle until you perform the following code search, described in the following paragraph, to verify that a vehicle needs more than one RPM.

To repair a vehicle, you will need to know how many remote power modules are on each vehicle. Use ISIS or the "WPIE" screen in DDEW to search for the electrical codes below. You must search for all three of the

PARTS INFORMATION (CONT.)

RPM codes below because a vehicle could have been built with a combination of the remote power module codes below.

NOTE – One of the three codes below provides two RPM's on a vehicle.

Search for any combination of the following codes and determine how many RPM's must be replaced on each vehicle (all RPM's must be replaced on each vehicle). By reviewing the electrical codes used to build each vehicle you can add up the quantity of RPM's needed to repair each VIN by identifying the following codes. **Look for each code below on every VIN record** and add up the appropriate number of RPM's for each vehicle.

If the VIN was built with **08WSK**, add one RPM to the quantity for the VIN.

If the VIN was built with **08WSM**, add one RPM to the quantity for the VIN.

If the VIN was built with **08SAJ**, add **two** RPM's to the quantity for the VIN.

IDENTIFYING DEFECTIVE RPM's:

The defective RPM's will be identifiable with the following numbers on the part number label/sticker.

1. 3559717C91
2. 3559718C91
3. 3559719C91
4. 3554870C1

RETURNING REMOVED PARTS:

All removed RPM's must be returned with the return authorization form completed and attached to the part. All shipments of parts in the U. S. less than 150 lbs. are to be shipped collect via UPS using account number 573005. Return the parts as instructed in the R-5185 PARTS DISPOSITION AUTHORIZATION form to:

**Pollak EPD, Department RMA
11801 MIRIAM SUITE B1
ELPASO, TX 79936**

Note: Labor operation rules to follow when submitting or approving a claim for 01508:

- Each labor operation must stand-alone.
- There CANNOT be two labor operations on any claim for 01508.
- The RPM electrical code(s) involved must be included on the warranty claim.

Table 1 Labor Information

Operation No.	Description	Time
A40-01508-1	R & R 08WSK, Frame mounted, 1-RPM	0.6 hr
A40-01508-2	R & R 08WSM, Battery box mounted, 1-RPM	0.8 hr
A40-01508-3	R & R 08WSK with 08WSM, 1-Frame mtd., 1-battery box mtd.	1.0 hr
A40-01508-4	R & R 08SAJ, Battery box mounted, 2-RPM's	1.2 hrs
A40-01508-5	R & R 08WSK with 08SAJ, 1-Frame mtd., 2-battery box mtd.	1.4 hrs

CAMPAIGN IDENTIFICATION LABEL

CAMPAIGN IDENTIFICATION LABEL

Each vehicle corrected in accordance with this Campaign will require a CTS-1075 Campaign Identification Label.

Attach the CTS-1075 label on a clean surface next to the vehicle identification number (VIN) plate.



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, 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.

In order 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.

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, transfer location or customer must be notified **IMMEDIATELY** from your dealer location.

Export locations are to submit warranty claims in the usual manner making reference to Recall **G-01508**.

We ask for your full cooperation and follow-up to this important subject matter.