VEHICLE RECALL

G-01510 ADDENDUM

ATTACH TO FRONT OF G-01510

December 2001

ATTENTION: SERVICE MANAGER
PLEASE COMMUNICATE THE FOLLOWING INFORMATION TO YOUR TEAM

SUBJECT: VEHICLE RECALL (U.S., EXPORT)
TRW Tie Rod Ends on Certain 2000, 4000, 5000, 8000 and 9000 model series built from 6/15/1999 through 8/15/2000.

REASON FOR THIS ADDENDUM

There are only 121 vehicles that are 4800-4X4 models in this campaign that have front drive axle code 02064. This build combination requires different tie rod ends than the rest of the vehicles in this campaign. This letter is to advise dealers of the new kit number that was created for the 4800-4X4 models with 02064 front drive axle. The "PART INFORMATION" section of the intranet copy of the original G-01510 on ISIS has been revised to include this part kit. Now there are two tie rod end kits to pick from for this recall.

8900076R91	For all 4800-4X4 models
8900074R91	**For all other models**

THINGS YOU SHOULD DO

1. Attach this addendum to the front of all original copies of G-01510 in your facility, for example, in the service department, the parts department, and other departments at your location that rely on an accurate hard copy of the campaign.
2. Find out how many vehicles you will be repairing at your location with 02064.
3. Because there were only 121 4800-4X4 vehicles built with front drive axle 02064 in this campaign, there is a limited supply of kits. Do not order the new kit number unless you have verified that the vehicle is a 4800-4X4 with 02064.

INTERNATIONAL TRUCK AND ENGINE CORPORATION

VEHICLE RECALL

G-01510
August, 2001

SUBJECT: **SAFETY RECALL (U.S., EXPORT)**
TRW Tie Rod Ends on Certain 2000, 4000, 5000, 8000 and 9000 model series built from 6/15/1999 through 8/15/2000.

DEFECT DESCRIPTION

All TRW's 20-EDL tie rod ends on International vehicles are being recalled due to the possibility of ball stud separation from the ball socket. Some of these vehicles were already recalled in Safety Recall 00512 for TRW tie rod ends, see the "OWNER NOTIFICATION" section below for explanation. **There is no inspection option, all vehicles must have both tie rods ends replaced with the 20-DL tie rod ends, even those vehicles that were only inspected in 00512.** If a tie rod end separates, the driver could experience a loss of steering control and **cause a vehicular accident, which could result in property damage, personal injury, or death.**

MODELS INVOLVED

This Safety Recall involves front axles on 2000, 4000, 5000, 8000 and 9000 model series built from 6/15/1999 through 8/15/2000, with ArvinMeritor 12,000lb, 13,200lb, or 14,600lb axles or Dana 9,000lb axles.

OWNER NOTIFICATION

International Truck and Engine Corporation will notify owners of these vehicles about this campaign. Owners of vehicles in 00512 that did not have the tie rod ends replaced by 8/7/01 will receive notification for this campaign and **their VIN records had 00512 replaced by 01510 in our warranty system on 8/7/01.** Owners that had their vehicles inspected for 00512, without tie rod end replacement must have the tie rod ends replaced under this campaign; however, the inspection record for 00512 will stay in the warranty system history for these VINS. 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 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

REMOVING THE TIE ROD ASSEMBLY AND INSTALLING THE NEW TIE ROD ENDS

1. Park the vehicle on level ground, set the parking brake and shut off the engine.
2. **WARNING: Block the wheels to prevent the vehicle from moving. If the vehicle rolls unexpectedly, the result could be serious personal injury or death.**
3. Note the position of the tie rod ends and the tube clamps.
4. Before removing the tie rod ends, measure the total length of the assembly from one end to the other and then remove the clamp bolts and remove the tie rod ends from the tube.
5. Thread the tie rod ends into the tube equal amounts on each end until the original total length of the assembly is obtained as measured in step 4 above.
6. Reposition the tie rod ends to the original position, align both tie rod ends, double check the total length of the assembly and tighten the clamps in the original position.

INSTALLING THE TIE ROD ASSEMBLY

1. Make sure tie rod arm holes and ball stud surfaces are clean.
2. Install the tie rod assembly and torque both ball stud nuts to **100-125 Lbf-Ft** (136-170 NM). If the cotter pins cannot be installed, tighten the castle nuts to the next opening (do not back off), install the cotter pins and bend pins to the locking position.
3. Grease both tie rod ends.

SETTING TOE-IN

NOTES:

- **If electronic equipment is used to set toe-in, the equipment must be in proper calibration to insure an accurate toe reading.**
- **Set front axle toe-in to 1/16 inch ± 1/16 inch. Toe-in should be set only by trained technicians.**

TOE-IN PROCEDURE: If electronic equipment is not available, the following procedure may be used to set toe-in (see pages 3 and 4). To obtain an accurate reading, two trained technicians are required to insure that the pointers are always placed or adjusted to be exactly in front of the line scribed on both tires. Toe-in is the amount in fractions of an inch that the front wheels are closer together at the front than at the back (Figure 1, on the next page).

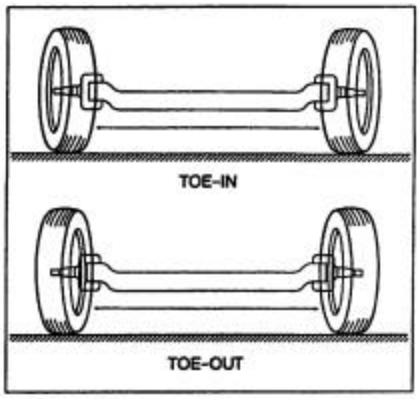


Figure 1: Viewed From The Front Of The Vehicle

1. **WARNING: Block the wheels to prevent the vehicle from moving. If the vehicle rolls unexpectedly, the result could be serious personal injury or death.**
2. Jack up front axle.
3. Wipe off excess dirt and moisture from the center of both front tire treads (complete 360°). Use a piece of chalk or white spray paint to mark the center area of both tires around the complete circumference.
4. Put a scribe or pointed instrument against the center of the whitened area of each tire and rotate the tires 360°. The scribe must be held in place so that a single thin straight line is marked all the way around the tires.
5. Put a floating radius gauge plate under each wheel. Lower the vehicle and remove the lock pins from the radius gauge plates to allow the front wheels to return to the normal operating position. If full floating radius gauge plates are not available, lower the vehicle to the floor and roll it forward 12 to 15 feet (3.65 to 4.57 m) to neutralize the front suspension. Neutralizing the front suspension is extremely important, especially if the vehicle has been jacked up to scribe the tires; otherwise, the front wheels will not return to the normal operation position due to the tires gripping the floor surface when the vehicle is lowered.
6. Set the sliding scale end of the trammel bar to zero (Figure 2) and lock the scale in place.

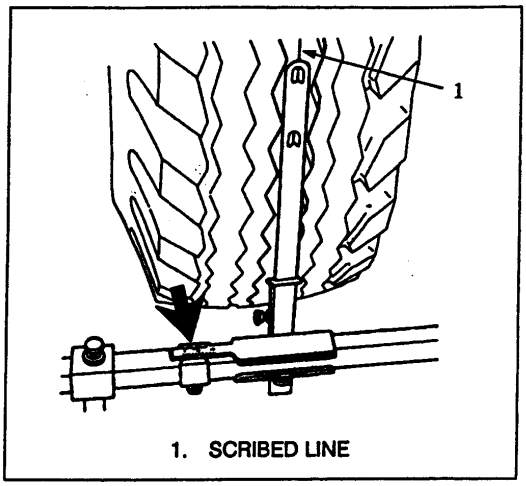


Figure 2

7. Put the trammel bar at the rear of the front tires so that the sliding scale that was set to zero in step 6 is centered against the scribed line on one of the tires (Figure 2).
8. Adjust the pointer on the end of the trammel bar opposite the sliding scale so it lines up with the scribed line on the rear of the opposite front tire. Lock the pointer in place on the trammel bar. Remove the trammel bar, being careful not to contact either of the pointers.
9. Put the trammel bar against the front of the tires so the pointer end is aligned against the scribed line on the front tire. Loosen and remove the sliding scale pointer on the opposite end of the trammel bar so it is also aligned against the scribed line on the opposite tire. Lock the scale in place (Figure 3).

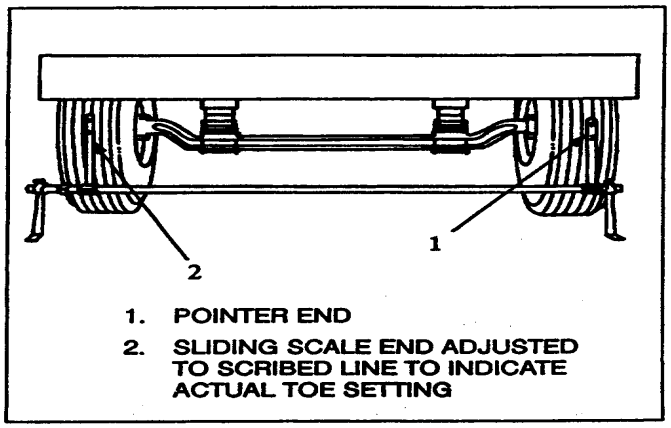


Figure 3

10. Read the toe-in or toe-out on the sliding scale. If toe-in is correct, it will read 1/16 ± 1/16 inch (0 – 1/8 inch toe-in). If toe-in is not within specification, proceed to adjust as outlined in steps 1 through 5 below.
11. If toe-in is within the specification, position and tighten tie-rod clamps to **50-60 Lbf-Ft** (68-82 NM).

If toe-in adjustment is necessary, use the following procedure:

1. Loosen the tie rod clamps that secure the tie rod ends in position in the tie rod.
2. Turn the tie rod to set the toe-in.
3. Turn the steering wheel in each direction to center the steering linkage (if the vehicle has power steering, start the engine before turning wheel). Make sure the front wheels are in a straight-ahead position. **Stop engine**, and re-check the toe-in setting by repeating "SETTING TOE-IN" steps 6 through 10 (on pages 3 & 4).
4. Repeat steps 2 and 3 until the toe-in reading is 1/16 ± 1/16 inch.
5. Position and tighten tie rod clamps to **50-60 Lbf-Ft** (68-82 NM).
6. **WARNING: If repositioning the tie rod clamps, make sure the clamp bolts have adequate clearance to avoid interference with all other components. If the clamps do not have adequate clearance with other components as the vehicle makes full right and left turns, the result could be serious personal injury or death.**

PART INFORMATION

Replace both tie rod ends on all vehicles in this campaign with **kit number (8900074R91).** This kit contains two tie rod ends and will fit all vehicles in this campaign.

LABOR INFORMATION

There is no inspection option for this campaign. All claims must be submitted with the labor operation listed below.

Operation Number	Description	Time
A40-01510-1	Replace two tie rods ends	1.0 hrs

CAMPAIGN IDENTIFICATION LABEL

Each vehicle corrected in accordance with Campaign letter G-01510 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.

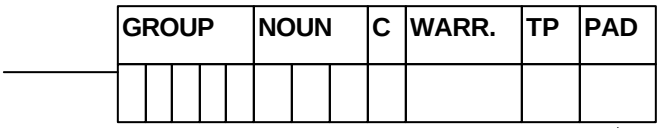
In order to avoid having to replace a vehicle or refund the purchase price less a reasonable allowance for depreciation, every effort must be made to promptly schedule an appointment with each owner to repair his or her vehicle as soon as possible.

WARRANTY CLAIMS

Special Notes: The labor on all claims must be (1.0 hours) to replace both tie rod ends. No inspection option is offered for this campaign; therefore, the disposition for this campaign can not be a 1.

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: Enter Recall Number 01510

NOUN: Leave Blank.

C: (CAUSE) Enter number 2.

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 from your distributor location.

Export locations are to submit warranty claims in the usual manner making reference to Recall letter G-01510.

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