

SERVICE PROCEDURE

**G-01512-R1
JULY 2007**

SUBJECT: VEHICLE RECALL (U.S., EXPORT)

**Lower Steering Shafts On 9000i and 5000i
Models built in July and August of 2001**

REVISION DESCRIPTION

SERVICE PROCEDURE

- Removed Item 14. Parts are no longer required to be returned.
- **INSPECTING AND REPLACING THE LOWER STEERING SHAFT –**
Section revised.

PARTS INFORMATION

- Fax form REMOVED.
- New part number tables added.
- Parts are no longer required to be returned.

LABOR INFORMATION

- Handling charge note removed. Dealer handling charge will be as any other part purchased from the PDC.

DEFECT DESCRIPTION

The steering could fail at any time without warning under normal driving conditions. The potential for failure is due to a mis-located weld on the lower steering shaft. If the vehicle has a defective steering shaft, there could be a complete loss of steering control. This could cause an accident, possibly resulting in property damage, personal injury, or death.

MODELS INVOLVED AND SPECIFIC BUILD DATES

All 9000i and 5000i models built at the following assembly plants with the following build date ranges.

Chatham:	7/27/01 through 8/17/01
Garland:	7/27/01 through 8/20/01
Escobedo:	7/27/01 through 8/23/01.

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.

SERVICE PROCEDURE

INSPECTING AND REPLACING THE LOWER STEERING SHAFT

Before performing the service, please read and understand the following instructions completely.

- **All vehicles in this recall must have the steering shaft replaced. There is no inspection option for this campaign.**

WARNING: To prevent serious eye injury, always wear safe eye protection when you perform vehicle maintenance or service.

INSTRUCTIONS

Note: If further instructions are needed at any point in this repair procedure refer to International's Master Service Manual. Follow all standard safety precautions and procedures recommended by International's Master Service Manual.

1. **WARNING: Block the wheels to prevent the vehicle from moving. Support the vehicle with safety stands. Do not work under a vehicle supported only by jacks. Jacks can slip or fall over resulting in serious personal injury or death.**
2. Position steering wheel to provide access to steering yoke pinch bolt at bottom of steering column.
3. Shut off the engine and apply the brakes.
4. Remove the plastic tie strap at the cowl boot bushing, outside the cab.
5. Note: On some models, the outside bushing hole is vertically offset. Please note its position and reinstall it in the same position. Pull both plastic bushings out of the boot and remove it from the shaft by separating the two pieces of the bushing. Be careful not to damage the bushings.
6. Remove the yoke pinch bolt at the lower end of the shaft (at steering gear).
7. Remove the yoke pinch bolt at the upper end of the shaft (at bottom of steering column, in cab).
8. Slip both end yokes off the splined shafts and compress the steering shaft. Carefully slide the shaft through the cowl boot from the inside out.
9. Slip the new shaft back through the boot from outside the cab. Be careful not to damage the boot during installation.

10. Install the yoke on the steering gear shaft and tighten the pinch bolt to **60 Lbf-Ft** (81 NM).
11. Install the yoke on the steering column shaft and torque pinch bolt to **60 Lbf-Ft** (81 NM).
12. Install the upper and lower plastic bushings and then slip into position inside The boot.
13. Install the new plastic tie strap around the boot at the oval bushing, outside the cab.

PARTS INFORMATION

The following parts are required to complete this recall service procedure:

Part Number	Part Description	Quantity
3530957C91	I-SHAFT, for the following VINs ONLY: 2C032490, 2C033093, 2C033817, 2C033818, 2C033819, 2C033820, 2C035124, 2C035125, 2J032260, 2J032112	1
3530955C91	I-SHAFT, all other VINs	1

Review the REMARKS in the Parts Catalog Online system to determine the proper I-Shaft part number for your vehicle.

Please order parts from the PDC.

All removed parts are to be destroyed locally.

LABOR INFORMATION

<u>Operation No.</u>	<u>Description</u>	<u>Time</u>
A40-01512-1	R & R Lower Steering Shaft	0.6 Hrs.
A40-01512-2	R & R Lower Steering Shaft With butterfly hood, 09ASA	0.8 Hrs.

CAMPAIGN IDENTIFICATION LABEL

Each vehicle corrected in accordance with Campaign G-01512 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, the transfer location or the 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 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 Note: No inspection option is offered for this campaign; therefore, the disposition for this campaign cannot 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	NOUN	C	WARR.	TP	PAD

GROUP: Enter Recall Number 01512 _____

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, the transfer location or the 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-01512.

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