



VEHICLE RECALL

G-04503
July 2004

SUBJECT: SAFETY RECALL (U.S., EXPORT)
BUNK CONTROL PANEL of certain 9100, 9200, 9300, 9400, and 9900 models built 4/1/1994 thru 6/16/2002

DEFECT DESCRIPTION

Water intrusion into the sleeper berth's bunk control panel area may pool in the tops of the dome light, TV/VCR, and/or refrigerator power switches. The LED circuit boards (switch illumination) in these switches may begin to heat up and possibly produce a flame or fire, without warning that could cause property damage, personal injury or death.

MODELS INVOLVED

This Safety Recall involves certain 9100, 9200, 9300, 9400, and 9900 models built 4/1/1994 thru 6/16/2002 with sleeper berths.

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.

PARTS INFORMATION

The part that is required for this recall is:

Part Number	Part Description	Quantity
3577541C2	Cover, Bunk Electrical Panel	1

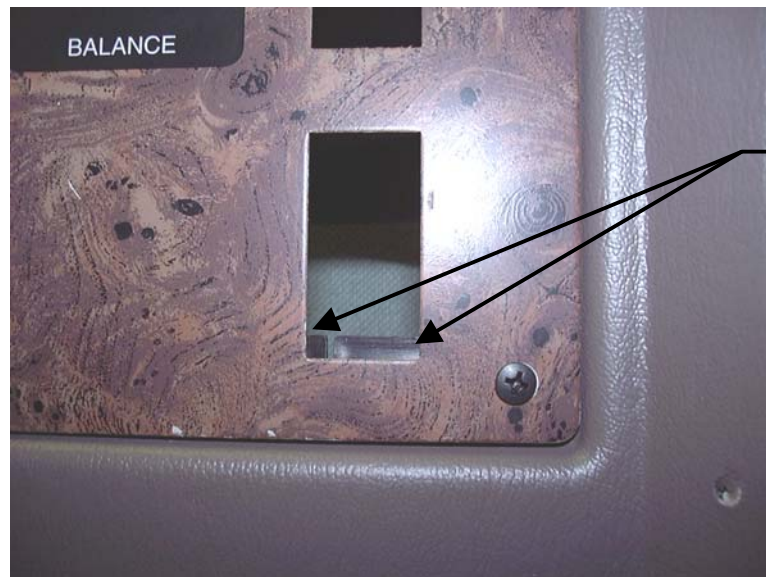
SERVICE PROCEDURE



WARNING:

TO PREVENT SERIOUS EYE INJURY, ALWAYS WEAR SAFE EYE PROTECTION WHEN YOU PERFORM VEHICLE MAINTENANCE OR SERVICE.

1. Inspect the bunk control panel to determine if a vehicle contains all three switches, dome light, TV/VCR, and refrigerator.
 - a. If a vehicle does contain all three (3) switches, some small re-work is required. If a vehicle DOES NOT contain ALL three switches, skip to step 3.



- Water shield flange may interfere with lower switch body

Figure 1

2. Cut a small notch in the flange to clear the bottom of the switch.

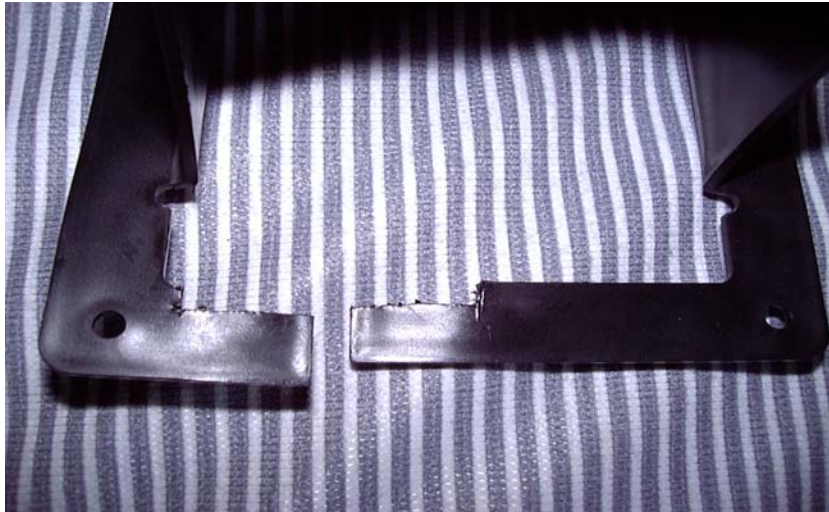


Figure 2

3. Remove the fasteners holding the bunk control panel.



Figure 3

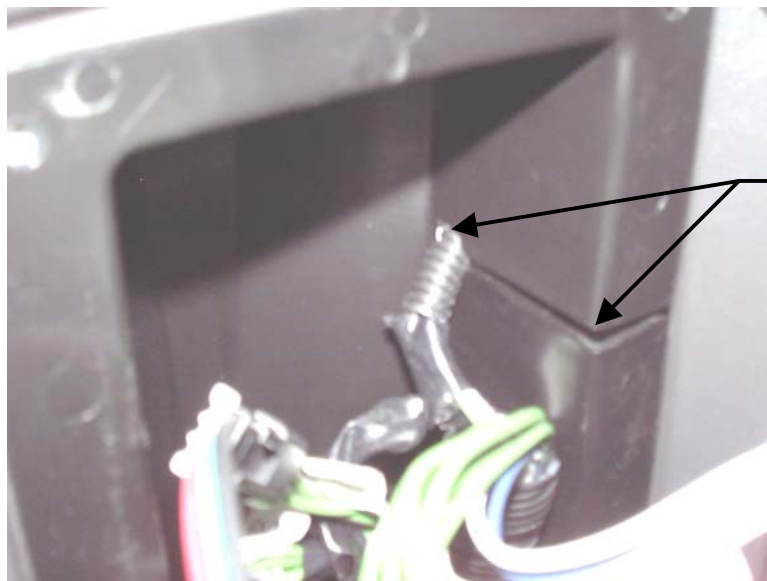
4. Remove panel and wires from opening.



Figure 4

5. Install water shield into opening.
6. The main electrical harness must pass through the bottom opening of the water shield and the dome light breakout must pass through the slit and hole in the side of the shield.

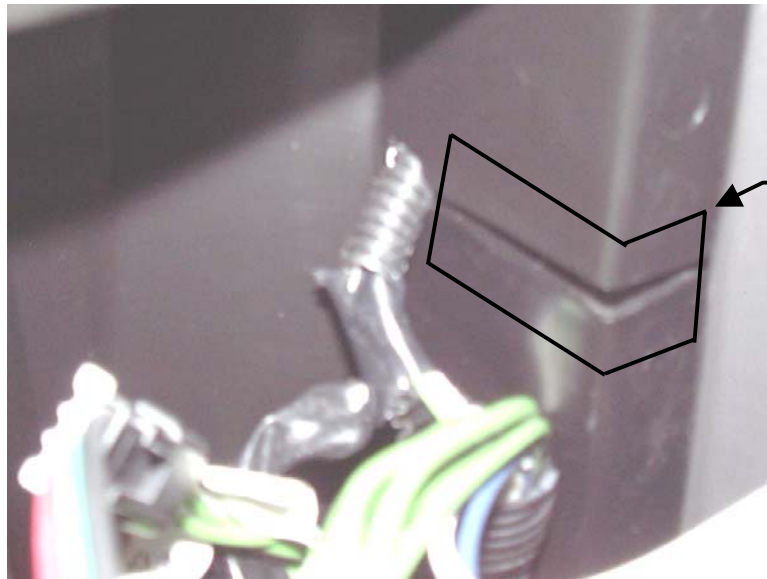
NOTE: *Ensure dome light conduit is locked in place in hole in side of part. If conduit will not lock into place, use of electrical tape may be required to ensure wire chafing does not occur.*



- Slit in side of panel is for **dome light** breakout to pass thru.
- Ensure conduit passes thru hole and is locked in place.

Figure 5

7. Install a piece of duct sealing tape (or equivalent) as indicated below. Ensure tape covers entire slit.



- Tape should not extend past flange.
- Tape should not be visible when control panel is re-installed.

Figure 6

8. Re-install bunk control panel.



Figure 7

END OF SERVICE PROCEDURE


LABOR INFORMATION

<u>Operation No.</u>	<u>Description</u>	<u>Time</u>
A40-04503-1	<i>Install water shield</i>	0.3 Hr

CAMPAIGN IDENTIFICATION LABEL

*Each vehicle corrected in accordance with this campaign **must be** marked with a CTS-1075 Campaign Identification Label.*

Complete the label and attach on a clean surface next to the vehicle identification number (VIN) plate.

A black and white image of a rectangular label. The label has a black border. At the top, it says "DO NOT REMOVE" in white. Below that, in a white box, it says "INTERNATIONAL" in bold. Underneath, it says "Campaign No." followed by a blank line. Then it says "VIN" followed by a blank line, and "Eng.#" followed by a blank line. Below that, it says "COMPLETED" in bold. Underneath, it says "Service Location Code #" followed by a blank line. At the bottom, it says "DO NOT REMOVE" in white.

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 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 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.

POSSIBLE CUSTOMER REIMBURSEMENT

There may be an occasion when a customer was charged for repairs related to this recall prior to the recall being released. The customer letter contains a statement for the customer to contact the Dealer if they believe they are entitled to reimbursement costs. The Dealer should follow the Customer Reimbursement guidelines in Warranty Policy Letter 03-001G. The Warranty Procedures and Administrative Policies manual (CTS1100) is in the process of being updated to include the information in Policy Letter 03-001G.

WARRANTY CLAIMS

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)	WARRANTY (Warranty Code) Enter 40.	TYPE PART Enter P for type part causing failure.	PAD Enter 100
		1. Inspected (No repair required).			
		2. Inspected and repaired.			
		3. Defective part from parts stock.			

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 customer must be notified from your distributor location.

Export locations are to submit warranty claims in the usual manner making reference to this recall number.

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