



VEHICLE RECALL

G-03503

March 2003

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

Limiting the forward travel on the driver's seat by installing a stop-bracket on the adjuster track for 4700 models built from 12/13/94 through 9/4/98.

DEFECT DESCRIPTION

If someone outside the cab adjusts/slides the driver's seat to its most forward position, with the parking brake set, the seat will contact and release the parking brake lever. If the parking brake is accidentally released the vehicle could move unexpectedly and **the vehicle could be involved in an accident, possibly resulting in property damage, personal injury, or death.**

MODELS INVOLVED

Only 4700 models built from 12/13/94 through 9/4/98 with Bostrom driver's seat models (910, 910SC, or 914) and with parking brake code 04036.

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

INTRODUCTION: This procedure is for the installation of a seat stop-bracket on the driver's seat track to limit the forward travel of the seat so that the seat cannot push the parking brake lever forward and release it. The seat may still touch the parking brake lever when the lever is in the brake-set-position and the seat is all the way forward; however, the seat will not travel forward enough to release the lever.

INSTALLING THE SEAT STOP BRACKET: Refer to Figure 1 on the next page.

BEFORE PERFORMING THE SERVICE PROCEDURE, PLEASE READ AND UNDERSTAND THE FOLLOWING INSTRUCTIONS COMPLETELY.

WARNING: To prevent serious eye injury, always wear appropriate eye protection when performing vehicle maintenance or service.

WARNING: Block the wheels to prevent the vehicle from moving. If a vehicle moves unexpectedly or suddenly, the result could be serious personal injury or death.

1. Park the vehicle on level ground, put the transmission in neutral, set the parking brake and shut off the engine.
2. Slide/adjust the driver's seat as far back as it will go (most rearward position).
3. Raise the seat to the highest position.
4. Insert stop-bracket "B", in the orientation as shown in Figure 1, through the opening in the top of the seat suspension.
5. Align hole "1" in the stop-bracket with hole "2" in the upper plate of the seat suspension.
6. Insert screw "A" into hole "2" but do not tighten (use a ½" socket).
7. Repeat steps 6 and 7 for the other side of the stop-bracket.
8. Tighten both screws to 20 Lb-Ft or 27 NM.

With the parking brake set, stand outside the vehicle, slide the driver's seat all the way forward and verify that the seat will stop before releasing the parking brake lever.

Figure 1

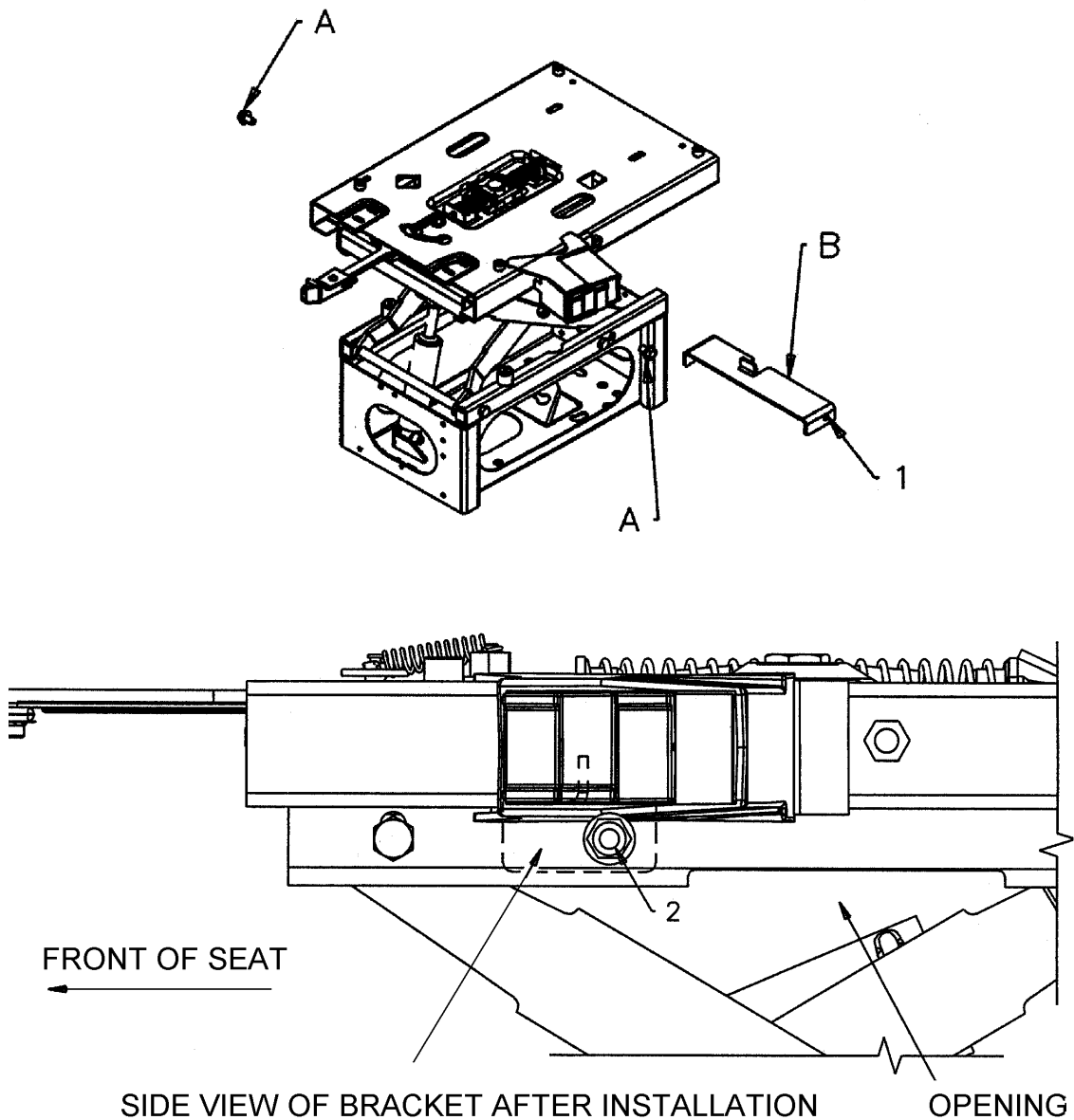


Figure 1 Call-outs

- 1 – One hole in each side/end of stop-bracket
- 2 – One existing hole in each side of upper plate of seat suspension
- A – Two screws to hold stop-bracket to upper plate of seat suspension
- B – Stop-bracket proper orientation

PART INFORMATION

There is one recall kit part number that is used for this campaign (8900077R91). Each vehicle in this campaign will require only one kit.

CONTENTS for Service Kit 8900077R91		
Description	Part Number	Quantity
Stop-Bracket	3566980C1	1
Screw, 5/16" X 1/2" washer head	3566984C1	2
Instructions	2507042R1	1

LABOR INFORMATION

Note: Only one labor operation should be used for vehicles in this campaign.

<u>Operation Number</u>	<u>Description</u>	<u>Time</u>
A40-03503-1	Install seat stop bracket Kit #8900077R91	0.4 Hrs

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.

DO NOT REMOVE
INTERNATIONAL
Campaign No.
VIN
Eng.#
COMPLETED
Service Location Code #
DO NOT REMOVE

ADMINISTRATIVE/DEALER RESPONSIBILITIES (U.S. & POSSESSIONS)

Proceed immediately to make necessary correction to all units in your inventory that are marked for this recall. 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.

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
<div>GROUP: Enter Recall Number</div>	<div>NOUN: Leave Blank.</div>	<div>C: (CAUSE) Enter either 1, 2, or 3. 1. Inspected (No Repair Required). 2. Inspected and repaired. 3. Defective part from parts stock.</div>	<div>WARRANTY: (Warranty Code) Enter 40.</div>	<div>TYPE PART: Enter P for type part causing failure.</div>	<div>PAD: Enter 100.</div>

ADMINISTRATIVE/DISTRIBUTOR RESPONSIBILITY (EXPORT)

Proceed immediately to make necessary correction to all involved units in your 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 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 your Regional Service Manager.

INTERNATIONAL TRUCK AND ENGINE CORPORATION