



# VEHICLE RECALL

G-02514  
September 2002

**SUBJECT: VEHICLE RECALL (U.S., EXPORT)  
INTERMEDIATE STEERING SHAFT PINCH BOLTS  
COULD BE MISSING OR LOOSE on 9200*i*, 9400*i*, and  
9900*i* models built at Escobedo from 6/4/02 through  
9/12/02.**

## **DEFECT DESCRIPTION**

The intermediate steering shaft connects the steering column to the steering gear box and is held in place by two pinch bolts. One pinch bolt is at the upper end of the intermediate shaft, inside the cab, and the second pinch bolt is at the lower end of the intermediate shaft, outside the cab, at the steering gear box. Both pinch bolts could be missing or loose. See Figure 1.

## **RISK TO MOTOR VEHICLE SAFETY**

If a pinch bolt is missing or loose, the operator can experience loss of steering control. Loss of steering control can cause a vehicular accident, possibly resulting in property damage, personal injury or death.

## **DESCRIPTION OF VEHICLES INVOLVED**

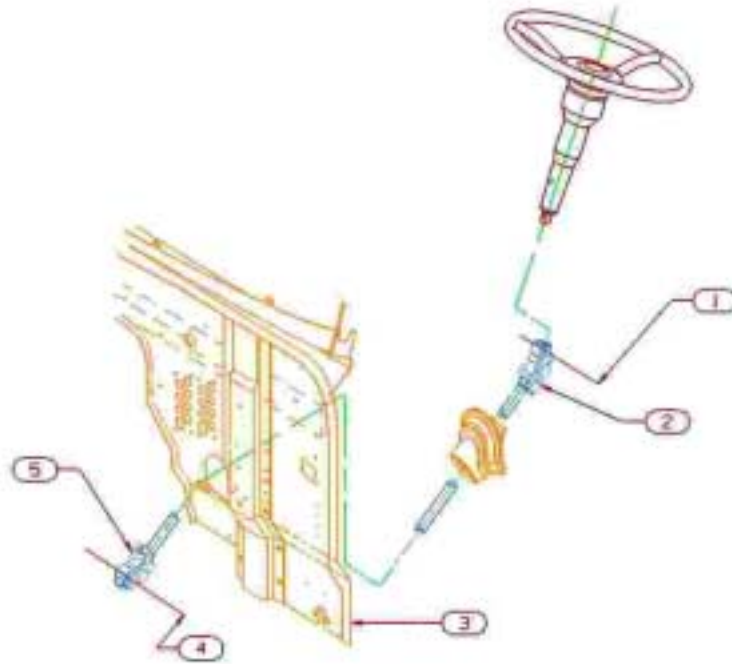
Only 9200*i*, 9400*i*, and 9900*i* models built at Escobedo from 6/4/02 through 9/12/02 are involved. Escobedo-built models can be identified by the 3N designation in the 10<sup>th</sup> and 11<sup>th</sup> digits of the VIN.

## **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**

**DESCRIPTION:** All vehicles in this recall must have the intermediate steering shaft inspected to make sure the pinch bolts **AT BOTH ENDS** are installed and have the proper torque applied to the bolts. The upper end of the intermediate shaft is inside the cab and the lower end is outside the cab and connects to the steering gear. See Figure 1.



**Figure 1: Assembly View of Intermediate Steering Shaft**

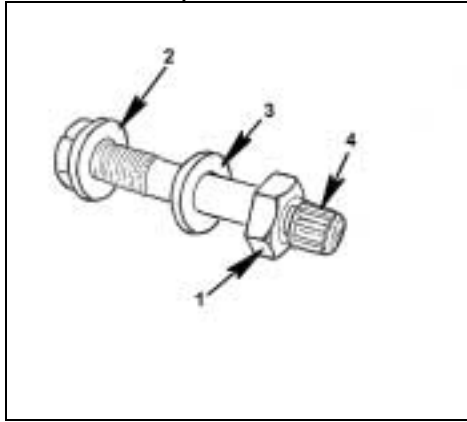
- Items:**
1. Upper pinch bolt at steering column
  2. Upper end of intermediate shaft
  3. Cowl or cab front panel
  4. Lower pinch bolt at steering gear
  5. Lower end of intermediate shaft

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

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

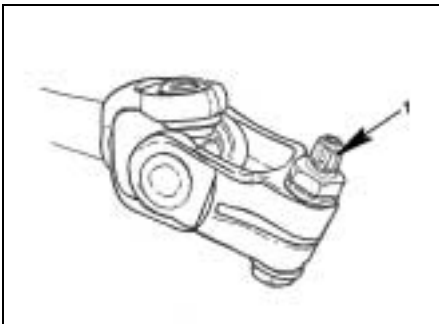
1. **WARNING:** Block the wheels to prevent the vehicle from moving. If a vehicle moves unexpectedly or suddenly, the result could be serious personal injury or death.
2. **WARNING:** If the vehicle must be raised, do not work under a vehicle supported only by jacks. Jacks can slip or fall over, potentially resulting in serious personal injury or death.

3. Shut off the engine, apply the parking brake and put the transmission in neutral.
4. Some interior trim levels require removal of the lower cover, under the steering column, for access to the upper intermediate steering shaft u-joint pinch bolt. If necessary, remove this cover.
5. Locate the head of the pinch bolt and see if the 3/8" 12-point head (reference Figure 2, Item 4) has been properly twisted off, leaving an unpainted spot in the center of the bolt head. If the twist-off head is gone, no action is required for this pinch bolt. Proceed to step 8.



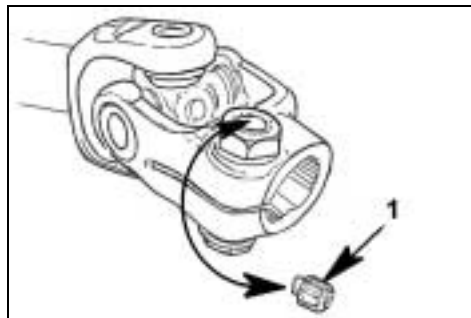
**Figure 2: Special Pinch Bolt**

- Items:**
1. Hex Head of pinch bolt
  2. Flanged nut
  3. Flat washer for under head of bolt
  4. Twist-off 12-point head on pinch bolt



**Figure 3: Under-torqued Bolt**

**Item: 1.** Twist-off head has Not been properly tightened.



**Figure 4: Tightened Bolt**

**Item: 1.** Pinch bolt has been properly tightened when twist-off head breaks off.

6. If the bolt is missing, install the new bolt, hardened flat washer and nut as described in the following "PART INFORMATION" section. The washer must be positioned under the bolt head. Holding the nut, tighten the 12-point head on the bolt until the 3/8" head snaps off as shown in Figure 4. No further torque is required.

7. If the 3/8" 12-point twist-off bolt head is still attached to the bolt as shown in Figure 3, this indicates the bolt is not at the proper torque. Hold the nut and tighten the 3/8" 12-point bolt head until it snaps off of the hex head of the pinch bolt as shown in Figure 4. When the 12-point hex head snaps off, the bolt is properly torqued.
8. Under the hood, inspect the pinch bolt at the intermediate steering shaft coupler to the steering gear. Repeat steps 5, 6 and 7 for this bolt also.

## **PART INFORMATION**

**NOTE:** Very few vehicles are expected to need bolts installed for this recall. Parts stock is limited. Please do not order parts until you have verified that they are needed.

### **If one bolt is missing you will need:**

- **One bolt part number 3535854C1 and**
- **One nut & washer kit number 8900079R91.**

The nut & washer kit contents for 8900079R91 are as follows.

<b>Description</b>	<b>Part number</b>	<b>Quantity</b>
7/16 - 20 Hex Locknut, Prevailing Torque, Grade 8	273896	1
7/16 Hardened Flat Washer (0.469 I.D. X 0.922 O.D.)	26272R1	1
Contents and Torque Specification Sheet	2508386R1	1

## **LABOR INFORMATION**

**NOTE:** Use labor operation one or two, but not both.  
Maximum total labor paid for this campaign should be 0.4 Hrs.

<b><u>Operation No.</u></b>	<b><u>Description</u></b>	<b><u>Time</u></b>
A40-02514-1	Inspect and/ or torque both pinch bolts	0.3 Hrs.
A40-02514-2	Inspect, install & torque pinch bolts	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.

<b>DO NOT REMOVE</b>
<b>INTERNATIONAL</b>
Campaign No.
VIN Eng.#
<b>COMPLETED</b>
Service Location Code #
<b>DO NOT REMOVE</b>

## **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:** Most claims should use cause number 1 below for inspection only.

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 The Recall Number \_\_\_\_\_

NOUN: Leave Blank. \_\_\_\_\_

C: (CAUSE) Enter number 1 or 2.

- 1. Inspected (No Repair Required).
- 2. Inspected and repaired.

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 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**