



# VEHICLE RECALL

**G-01514 REVISION A  
JUNE 2002**

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

**Reprogramming the ESC to Prevent Software Fusing  
of the Headlights on 4300 and 4400 Models Built  
from 10/24/00 through 11/07/01.**

**DETAILS OF THIS REVISION**

1. Replace all copies of the original letter with this Revision A letter throughout your location.
2. We have revised the service procedure section with the latest software versions and eliminated METHOD #3.
3. Additional vehicles have been included in this campaign, which also changed the END of the build date range from 9/19/01 to **11/07/01**.

**DEFECT DESCRIPTION**

Separate software fuses within the Electrical System Controller (ESC) control the low and high beam headlights. A software problem within the ESC can cause the circuit for the low beam or the circuit for the high beam headlights to fuse or open, resulting in loss of either the low or high beam headlights or possibly even both. Repeated switching from low to high or from high to low beam headlights can induce this condition. If the low/high beam headlight circuit fuses, the software will turn off the low/high beam headlights for a half second and then try to turn on the lights again. If the software determines that the fault is still present, it will turn the low/high beam headlights off for a second. As long as the fault is still present, the off-time will increase in doubling increments to a maximum off-time of 512 seconds. If the fault is still present at this point, the low/high beam headlights will be turned off and the software will not try to turn on the lights again until the ignition key is cycled once.

A headlight fusing condition could occur without warning to the driver and potentially leave the driver in a blackout situation while operating the vehicle in the dark. A headlight blackout condition could cause a vehicular accident, possibly resulting in property damage, personal injury or death.

**MODELS INVOLVED AND BUILD DATES**

All 4300 and 4400 models built from 10/24/00 through **11/07/01**.

## **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**

### **IMPORTANT CAMPAIGN INFORMATION PLEASE READ!**

- All the vehicles that were originally marked for AFC 01911 must have Safety Recall 01514 performed.
- The software used for this Safety Recall, 01514, includes the changes required for AFC 01911; therefore, AFC 01911 has been canceled.
- Safety Recall 01514 and AFC 01911 will be completed with software version 13 or higher for Infineon based ESC's or software version 105 or higher for Hitachi based ESC's.
- Please discard all CD's received for 01911. They are outdated due to the release of new software for Safety Recall 01514 (9/20/01).
- Upon the release of this campaign, Safety Recall 01514 replaced 01911 on the VIN records of vehicles that were not completed in AFC 01911.
- There are two methods by which the ESC reprogramming can be executed using International Configuration, Authorized Field Change and Programming Tool (ICAP):  
**Method 1:** Use ICAP to perform a reconfigure ESC operation **OR**  
**Method 2:** Use ICAP to perform a replace ESC operation.

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

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

### **METHOD 1: Use ICAP to Perform a Reconfigure ESC Operation**

1. **WARNING:** Block the wheels to prevent the vehicle from moving.
2. Shut off the engine and apply the parking brake.
3. Launch ICAP.
4. Ensure that you have ICAP version 1.7 loaded on your EZ-Tech.
5. Select item 1, **Get Data**.

6. Enter the last 8 digits of the VIN number for the vehicle to be programmed, select the radio button for Re-Configure, and select the radio button for Get from International. Select **Add Chassis**.
7. Select the **Next** button.
8. Select the chassis to reconfigure then select the **Next** button.
9. Select connection type, DCN 2 or DCN 2 dial-up.
10. Enter appropriate username(s) and password(s).
11. Select the **Submit** button
12. A message window will appear that states "There are no added or deleted features to submit. Do you wish to submit." Select the **Yes** button.
13. A message window will appear that states "Submit Successful." Select the **OK** button.
14. Select the **Complete** button.
15. If you select to automatically receive the program back, you will be prompted to please wait, after which the file will download file 1 of 1.
16. If you select to manually receive the file later, click on item 4, **Manual Receive**, from the ICAP main screen. Enter the chassis number and receive the program.
17. **After programming make sure you reconnect to International ICAP and send the programming confirmations by clicking "Manual History Update" from the ICAP main screen. You may want to do this periodically; however, the time between uploading this information should be kept to a minimum because warranty claims won't be approved for payment until the Data Base verifies the reprogramming has been completed and a "Y" is marked on the VIN record. As soon as the claim is processed the "Y" will be replaced by a "2" to show completion.**

**METHOD 2: Use ICAP to Perform a Replace ESC Operation (Note, you can only process 2 vehicles at a time using the replace operation)**

1. **WARNING: Block the wheels to prevent the vehicle from moving.**
2. Shut off the engine and apply the parking brake.
3. Launch ICAP.
4. Ensure that you have ICAP version 1.7 loaded on your EZ-Tech.

5. Select item 1, **Get Data**.
6. Enter the last 8 digits of the VIN number for the vehicle to be reprogrammed, select the radio button for Replace ESC, and enter the serial number of the ESC that you want to program. Select **Add Chassis**.
7. Select the chassis to reprogram and then select **Next**.
8. Select how you will receive the program file back, **Automatically** or **Manually receive later**.
9. Select connection type, DCN 2 or DCN 2 dial-up.
10. Enter appropriate username(s) and password(s).
11. If you selected to automatically receive the program back, you will be prompted to please wait, after which the file will download file 1 of 1.
12. If you selected to manually receive the file later, click on item 4, **Manual Receive**, from the ICAP main screen. Enter the chassis number and receive the program.
13. **After programming make sure you reconnect to International ICAP and send the programming confirmations by clicking “Manual History Update” from the ICAP main screen. You may want to do this periodically; however, the time between uploading this information should be kept to a minimum because warranty claims won’t be approved for payment until the Data Base verifies that the reprogramming has been completed and a “Y” is marked on the VIN record. As soon as the claim is processed the “Y” will be replaced by a “2” to show completion.**

### **PART INFORMATION**

No warranty claims for 01514 should have parts involved because, this campaign is for software reprogramming only.

### **LABOR INFORMATION**

- There is one labor operation for this campaign.
- Warranty claims will not be approved for more than 0.5 hrs.

<b><u>Operation No.</u></b>	<b><u>Description</u></b>	<b><u>Time</u></b>
A40-01514-1	Reprogram ESC	0.5 Hrs.

### **CAMPAIGN IDENTIFICATION LABEL**

Each vehicle corrected in accordance with Campaign G-01514 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**

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 01514	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-01514.

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**