



VEHICLE RECALL

G-02504
April 2002

SUBJECT: VEHICLE RECALL (U.S., EXPORT)
Missing Cotter Pin at the Connection of the Drag
Link to the Pitman Arm on 4200, 4300 and 4400
Models Built From 1/24/2002 through 1/31/2002.

DEFECT DESCRIPTION

The cotter pin that goes through the drag link ball stud at the connection to the pitman arm may not have been installed. This cotter pin prevents the castle nut from loosening.

RISK TO MOTOR VEHICLE SAFETY

If the castle nut loosens and comes completely off the drag link ball stud, the drag link could detach from the pitman arm resulting in a complete loss of steering control which could cause a vehicular accident, possibly resulting in property damage, personal injury or death.

DESCRIPTION OF VEHICLES INVOLVED

Only some 4200, 4300 and 4400 models built from 1/24/2002 through 1/31/2002 at the Springfield Assembly Plant are in this campaign.

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 be inspected to determine if the cotter pin was installed at the assembly plant. If no cotter pin is present, torque the castle nut and install a cotter pin.

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 and apply the parking brake.
4. Inspect the drag link ball stud that goes through the pitman arm; does it have a cotter pin? If there is a cotter pin, then the inspection is complete. If no cotter pin is present, continue to step 5.
5. Check to make sure the castle nut has not loosened by tightening it to 110-125 **Lbf-Ft** (149-170 Nm).
6. Install the cotter pin. If the cotter pin cannot be installed, tighten the castle nut to the next position and install the cotter pin. Never loosen the castle nut to install the cotter pin.

PART INFORMATION

Only some vehicles are expected to be missing the cotter pin. The International part number for the cotter pin is an old style part number and must be entered as follows: **“1-8X2 P”, with five spaces in front of the P.** The description for the steel cotter pin is a 1/8-inch by 2 inches, but a 1/8 by 1 3/4 will work.

RETURNING PARTS: Not Applicable.

LABOR INFORMATION

NOTE: There is only one labor operation required for this recall. All vehicles must be inspected to see if the cotter pin was installed.

<u>Operation No.</u>	<u>Description</u>	<u>Time</u>
A40-02504-1	Inspect for cotter pin, torque nut & install cotter pin	0.3 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.



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 be for inspection only (cause number of 1 below).

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