



INTERNATIONAL TRUCK AND ENGINE CORPORATION
4201 WINFIELD ROAD, WARRENVILLE, IL 60555

TRUCK GROUP

SAFETY RECALL 04520

November 2004

Dear International Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. International® has decided that a defect which relates to motor vehicle safety exists in 3200, 4200, 4300, and 4400 models built between 8/23/2004 and 10/1/2004 with the IROS rear air suspension system. The vehicle identified on the enclosed card fits this description and our records show that you own this vehicle. Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

REASON FOR THIS RECALL

During the assembly of your vehicle, there were four rear suspension fasteners that may not be tightened sufficiently. This hardware connects the main support members of the rear suspension to the hanger brackets. This connection could fail by the nuts working their way loose or off, or the bolts could break from fatigue.

RISK TO MOTOR VEHICLE SAFETY

A failure of these fasteners could result in separation of the main support from the hanger bracket possibly resulting in a sudden loss of control of the vehicle. This could cause a **vehicle crash without warning**, possibly resulting in **property damage, personal injury or death**.

ACTION YOU SHOULD TAKE

1. **Our records show that you are the owner** of the vehicle identified on the enclosed card. **If you are not the owner**, please read paragraph number 6.
2. **Please contact your local International dealer**, with your recall card in hand, to schedule an appointment to have your vehicle repaired.
3. Dealers will have parts and instructions to make the repair by **11/19/2004**. The repair will be performed without charge to you and will take approximately 45 minutes. Have your dealer verify and correct your address, if necessary.
4. If your local International dealer performs the repair, they will submit a warranty claim; therefore, you **DO NOT** have to mail in the campaign card.

5. **If the vehicle will not or cannot be corrected**, please mark on the enclosed card under "CHECK ONE" the box which best describes why the vehicle will not be repaired, and return the postage-prepaid card to us.
6. **In the event you do not own the vehicle** described on the card, please complete the card, fill in the new customer name and address if known, and return it to us. This information will allow us to update our records so we can contact the new owner and you will not be contacted again regarding this recall.

IF YOU NEED ASSISTANCE

If you take your vehicle to your International dealer on a mutually agreed upon service date, and the dealer does not remedy this condition without charge on that date or within five days, you can obtain assistance by following the procedure described in the Owner Assistance Guide section in your Owner's Manual or by calling toll free 1-800-448-7825.

You may also wish to submit a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S.W., Washington, D.C., 20590, or call the toll-free Auto Safety Hot-Line at 1-888-327-4236 if your International dealer fails to repair or is unable to remedy this condition without charge or within a reasonable time.

We request your prompt attention to the correction of this defect and apologize for any inconvenience this may cause you.

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