



INTERNATIONAL TRUCK AND ENGINE CORPORATION

4201 WINFIELD ROAD, WARRENVILLE, IL 60555

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TRUCK GROUP

## NONCOMPLIANCE RECALL 03505

March 2003

Dear International Customer:

This noncompliance recall is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. International has decided that certain 5000i and 9000i model vehicles built from 1/6/03 through 1/15/03 fail to comply with the requirements of Federal Motor Safety Standard No. 104, "Windshield Wiping and Washing Systems. The vehicle identified on the enclosed card fits this description and our records show that you own this vehicle. Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

### **REASONS FOR THIS RECALL**

#### **NONCOMPLIANCE DESCRIPTION**

Your vehicle was built with a windshield washer wiper switch that may not function properly when the engine is running with all accessories off, including the windshield wipers, and the wash function is activated. Washer fluid may squirt briefly or not at all onto the windshield. The wipers cycle normally, but in the absence of washer fluid the windshield will not be adequately cleaned. This has been decided to be noncompliant to FMVSS 104.

### **ACTIONS 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 5.
2. **You may wish to perform the following simple Operational Test to determine if your windshield washer wiper switch is defective after verifying there is sufficient fluid in the windshield washer reservoir.**

With the engine running and all accessories including the wiper switch off, activate the wash function of the switch by holding the wash button **longer than 1/2 of a second**. The wipers should start and wipe the windshield clean within 5 cycles of the wiper blades.

Washer fluid should squirt onto the windshield and continue to squirt as long as the button is held. When the button is released, the washer should continue to squirt for 2 seconds and stop.

3. **If the Operational Test is satisfactory**, please check box 1 (Vehicle Inspected – no corrections necessary) on the enclosed card, and return the postage-prepaid card to us.
4. **If after activating the wash cycle of the windshield washer wiper switch, the washers do not start squirting or shut off prematurely before clearing the windshield as stated in the Operational Test, please contact your local International dealer**, with your recall card in hand, to schedule an appointment to have your **windshield washer wiper switch replaced**. Dealers will have parts and instructions to make the repair by 3/28/03. This repair will be performed without charge to you and will take approximately one-half hour. Have your dealer verify and correct your address if necessary. **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. **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 Administration's 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 urge your prompt attention to the correction of this noncompliance and apologize for any inconvenience this may cause.**

**INTERNATIONAL TRUCK AND ENGINE CORPORATION**