



VEHICLE RECALL

G-03507
March 2003

SUBJECT: SAFETY RECALL (U.S., EXPORT)

Lower bunk webbing restraint bolts on 9200i and 9400i Pro-sleeper models built 1/21/2002 through 6/14/2002 with Code 16SCH.

DEFECT DESCRIPTION

Four bolts hold the bunk webbing restraint latch brackets to the bunk base. These bolts were supposed to be grade 8 bolts but grade 5 bolts were installed in some vehicles. While this defect will not necessarily result in an accident, the original design intent of the restraint is not met with the grade 5 bolts. In the event of an accident the restraint may not contain the occupant as required by Federal Motor Carrier Safety Regulation 393.76 (Sleeper Berths) and **may result in property damage, personal injury, or death.**

MODELS INVOLVED

This campaign covers 9200i and 9400i models built 1/21/2002 through 6/14/2002 and built with code 16SCH (lower bunk webbing restraint).

OWNER NOTIFICATION

International Truck and Engine Corporation will notify owners of this campaign on their vehicles. 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

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.

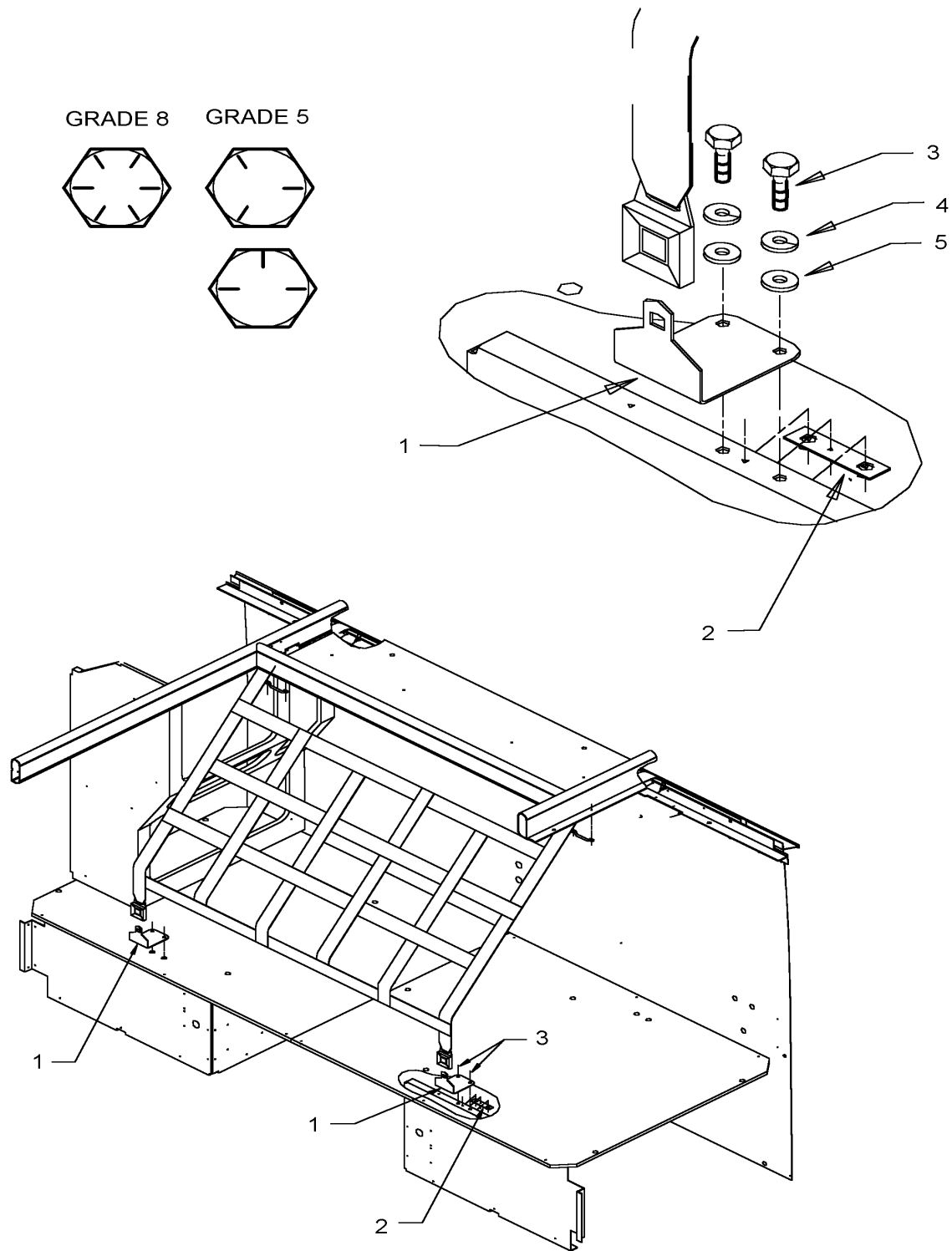
WARNING: Block the wheels to prevent the vehicle from moving.

1. **INSPECTION:** Inspect the bolt heads to determine if the 4 bolts holding the two restraint brackets to the bunk base are grade 5 or grade 8. Grade 5 bolts will have three dashes (lines) on the head of the bolt while grade 8 bolts will have six dashes (see samples of bolt heads in upper left corner of Figure 1, next page). There may also be some type of manufacturer identifying symbol on the bolt head; however, it is the dash marks (lines) that must be counted. If all four bolts are grade 8 then the inspection is complete and no replacement is required.
2. **REPLACEMENT:** Replace the grade 5 bolts with grade 8 bolts and be sure to install a lock washer and a flat washer as shown in Figure 1, next page. **Note:** The bolts screw into nuts mounted on nut plates (see Figure 1); therefore, replace the grade 5 bolts with grade 8 bolts **one at a time** so the nut plates will be held in place. The lock washer should be between the head of the bolt and the flat washer as shown in Figure 1. Torque all four bolts to (7.5-9.2 **FT-LBS**) or (90 -110 **IN-LBS**) or (10,2 -.12.5 **nm**)

PARTS INFORMATION

Each vehicle that has grade five bolts will require four grade 8 bolts below and possibly 4 of each washer below. These parts are ordered by the box with the quantities shown below. There are only a few vehicles in this campaign so please keep these details in mind when ordering parts.

PART DESCRIPTION	PART NUMBER	Box Quantity
Bolt: grade 8: ¼ 20-UNC X 1 ½	25487R1	100
Lock washer: ¼ Regular	27303R1	100
Flat washer: ¼ Hardened	25707R1	150



**Figure 1: Lower Bunk Restraint Assembly Drawing
With Samples of Grade 5 and Grade 8 Bolt Heads**

1. Restraint brackets: two per vehicle.
2. Nut plate: one on each bracket.
3. Bolt holes/bolts: Bolt: 25487R1: grade 8: ¼ 20-UNC X 1 ½.
4. Lock washer: 27303R1: ¼ Regular.
5. Flat washer: 25707R1: ¼ Hardened.

LABOR INFORMATION

<u>Operation No.</u>	<u>Description</u>	<u>Time</u>
A40-03507-1	Inspect/Replace Bunk Webbing Restraint Bolts	0.3 hrs

CAMPAIGN IDENTIFICATION LABEL

Each vehicle corrected in accordance with
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 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 an owner vehicle or refund the purchase price, every effort must be made to promptly schedule an appointment with each owner to repair his or her vehicle as soon as possible.

POSSIBLE CUSTOMER REIMBURSEMENT

There may be an occasion when a customer was charged for repairs related to this recall prior to the recall being released. The customer letter contains a statement for the customer to contact the Dealer if they believe they are entitled to reimbursement costs. The Dealer should follow the Customer Reimbursement guidelines in Warranty Policy Letter 03-001G. The Warranty Procedures and Administrative Policies manual (CTS1100) is in the process of being updated to include the information in Policy Letter 03-001G.

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
<div>GROUP: Enter Recall Number</div>	<div>NOUN: Leave Blank.</div>	<div>C: (CAUSE) Enter either 1, 2, or 3. 1. Inspected (No Repair Required). 2. Inspected and repaired. 3. Defective part from parts stock.</div>	<div>WARRANTY: (Warranty Code) Enter 40.</div>	<div>TYPE PART: Enter P for type part causing failure.</div>	<div>PAD: Enter 100.</div>

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 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 the Regional Service Manager at your regional office.

INTERNATIONAL TRUCK AND ENGINE CORPORATION