

VEHICLE RECALL

G-05521
December 2005

SUBJECT: SAFETY RECALL (U.S., EXPORT)
CAB ENTRY STEPS on certain CF500 and CF600
Models built 6/2/2004 thru 9/27/2005

DEFECT DESCRIPTION

The cab entry steps were manufactured incorrectly causing them to have lower material strength properties than designed. These lower material strength properties can allow the step tread to fracture and separate from the vehicle under normal usage. Step-tread separation, while a person is entering or exiting the cab, may result in **property damage** or **personal injury**.

MODELS INVOLVED

This Safety Recall involves CF500 and CF600 models built between 6/2/2004 and 9/27/2005.

PARTS INFORMATION

The parts required for this recall are:

Part Number	Part Description	Quantity
2590844C92	KIT, STEP SUPPORT BRACKET	1

The parts included in this kit are as follows:

Part Number	Part Description	Quantity
3803072C1	BRACKET, STAINLESS STEEL LEFT	1
3803073C1	BRACKET, STAINLESS STEEL RIGHT	1
22728R1	BOLT 1/4" X 3/4"	6
453074C2	NUT, SPECIAL HEX 1/4" - 20 UNC	6
178474	WASHER, FLAT	6
6020273C1	FASTENER,SPEED CLINCH	2
6020274C1	FASTENER, SPEED CLINCH	2
2590845R1	MANUAL,INST STEP SUPPORT BRKT	1

SERVICE PROCEDURE



WARNING:

TO PREVENT SERIOUS EYE INJURY, ALWAYS WEAR SAFE EYE PROTECTION WHEN YOU PERFORM VEHICLE MAINTENANCE OR SERVICE.



WARNING:

TO PREVENT UNEXPECTED MOVEMENT OF THE VEHICLE AND POSSIBLE SERIOUS PERSONAL INJURY OR DEATH, BLOCK THE WHEELS TO PREVENT THE VEHICLE FROM MOVING IN BOTH DIRECTIONS.

NOTE: The following procedures are best performed when the cab is in the tilted position.

NOTE: The figures depict a repair to the left hand step; **REPEAT** procedure for the right hand step.

1. Remove the fender flare by using a pair of pliers to squeeze together the prongs on the five retaining clips and a Philips screwdriver to remove the plastic screw.

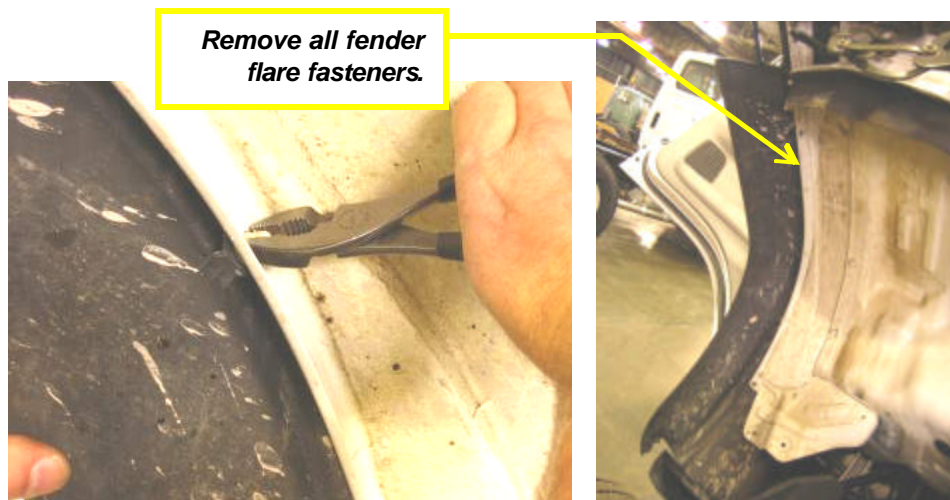


Figure 1a – Fender Flare Retaining Clips

NOTE: TAKE CAUTION NOT TO BREAK FLARE FASTENERS. THEY ARE TO BE REUSED.



Figure 1b – Plastic Step Screw

NOTE: New screws are included in the parts kit.

2. Attach reinforcement bracket to the inboard side of the step using a suitable clamp.

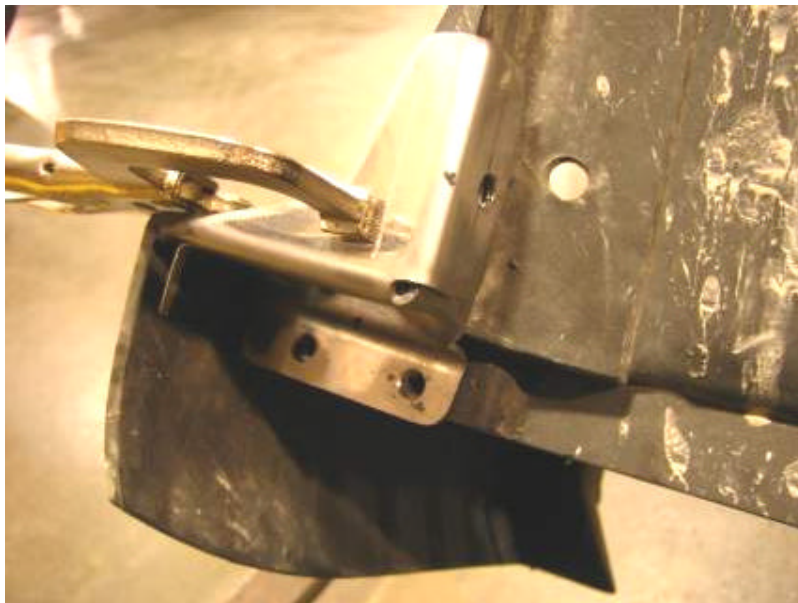


Figure 2 – Reinforcement Placement

3. Using the bracket as a drilling template, locate and drill three holes using a $\frac{1}{4}$ " (6mm) drill bit.



Figure 3 – Drilling Holes

4. Insert bolts and washers through the front side of the step. Install the lock nuts on the back side of the step. Torque bolts to **90-110 Lbf-in (10-12.5Nm)**.



Figure 4

5. Reinstall fender flare and plastic screw. Repeat entire procedure for other side.

END OF SERVICE PROCEDURE

LABOR INFORMATION

<u>Operation No.</u>	<u>Description</u>	<u>Time</u>
A40-05521-1	<i>Step Reinforcement Installation – BOTH SIDES</i>	0.7 hr

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.

DO NOT REMOVE
INTERNATIONAL
Campaign No.
VIN
Eng.#
COMPLETED
Service Location Code #
DO NOT REMOVE

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.

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.

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 number G—						
NOUN Leave blank						
C (CAUSE) Enter either 1, 2, 3. (see below)						
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						

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.

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