



INTERNATIONAL TRUCK AND ENGINE CORPORATION
4201 WINFIELD ROAD, WARRENVILLE, IL 60555
TELEPHONE 630-753-5000

TRUCK GROUP

SAFETY RECALL 02504

April 2002

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 determined that a defect, which relates to motor vehicle safety, exists in the steering connection of the drag link to the pitman arm on certain 4200, 4300 and 4400 models built from 1/24/2002 through 1/31/2002. If you are not the owner, we need your help finding the current owner; **please** read paragraph number 4 under "ACTIONS YOU SHOULD TAKE."

REASONS FOR THIS RECALL

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, which holds the connection of the drag link to the pitman arm, from loosening.

RISK TO MOTOR VEHICLE SAFETY

WARNING – 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.

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 4.
2. **Please contact your local International dealer**, with your recall card in hand, to schedule an appointment to have your vehicle repaired. **All vehicles in this recall must be inspected.** This repair will be performed without charge to you and will take approximately half an hour.
3. **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.
4. **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 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 safety defect and apologize for any inconvenience this may cause.

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