



VEHICLE RECALL

G-03505
March, 2003

SUBJECT: NONCOMPLIANCE RECALL (U.S., EXPORT)
Windshield Washer Wiper Switch Defective on
Certain 5000i and 9000i Models

DEFECT DESCRIPTION

Certain 5000i and 9000i vehicles are noncompliant with Federal Motor Vehicle Safety Standard (FMVSS) 104; section S.4.2.2 because the windshield washer may not function properly when the washer switch is activated. When the engine is running with all accessories off, including the windshield wipers, and the wash function is activated, 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.

DESCRIPTION OF VEHICLES INVOLVED

Certain 5000i and 9000i models built between 1/6/03 and 1/15/03 are involved in this recall.

OWNER NOTIFICATION

International Truck and Engine Corporation will notify owners of these vehicles about this campaign. 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 PROCEDURE, PLEASE READ AND UNDERSTAND THE FOLLOWING INSTRUCTIONS COMPLETELY.

WARNING: To prevent serious eye injury, always wear appropriate eye protection when performing vehicle maintenance or service.

WARNING: Block the wheels to prevent the vehicle from moving. If a vehicle moves unexpectedly or suddenly, the result could be serious personal injury or death.

OPERATIONAL TEST

The following Operational Test **must** be performed before replacing any windshield washer wiper switch to determine whether the switch is defective.

1. Verify there is sufficient fluid in the windshield washer reservoir.
2. 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 cycling 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 after activating the wash cycle, the washer does not start squirting fluid or shuts off prematurely before the wipers can clear the windshield, the switch must be replaced.

REPLACEMENT OF SWITCH

1. Disconnect negative battery cable at the battery.
2. Remove screws retaining dash switch panel. Pull panel forward and disconnect electrical wire at windshield washer wiper switch and remove the windshield washer wiper switch from the dash switch panel.
3. Install new windshield washer wiper switch in the dash switch panel and reconnect the electrical wire to the new switch. Reinstall dash switch panel.
4. Reconnect negative battery cable.
5. Verify washer wiper switch performs as stated in item 2 of the above operational test.

PARTS INFORMATION

DESCRIPTION	PART NUMBER	QUANTITY REQUIRED
Windshield Washer Wiper Switch	3534329C1	1

All removed switches are to be scrapped locally.

LABOR INFORMATION

Operation Number	Description	Time
A40-03505-1	Perform Operational Test Only	.3 Hrs.
A40-03505-2	Perform Operational Test and Remove and Replace Windshield Washer Wiper Switch	.5 Hrs.

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 all units in your inventory that are marked for this recall. **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 the 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 a vehicle or refund the purchase price less a reasonable allowance for depreciation, every effort must be made to promptly schedule an appointment with each owner to repair his or her vehicle as soon as possible.

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 The Recall Number	NOUN: Leave Blank.	C: (CAUSE) Enter number 2.	WARRANTY: (Warranty Code) Enter 40.	TYPE PART: Enter P for type part causing failure.	PAD: Enter 100.
		2. Inspected and repaired.			

ADMINISTRATIVE/DISTRIBUTOR RESPONSIBILITY (EXPORT)

Proceed immediately to make necessary correction to all involved units in your 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 the 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 your Regional Service Manager.

INTERNATIONAL TRUCK AND ENGINE CORPORATION