



VEHICLE RECALL

**G-03508
May 2003**

**SUBJECT: SAFETY RECALL (U.S., EXPORT)
Tail Pipe Exhaust Single Band Clamp on 9000 Series
Models built 11/15/2002 through 3/12/2003 with
Caterpillar Engines.**

DEFECT DESCRIPTION

The single band clamp on the tail pipe can lose its clamping ability under normal driving conditions causing the pipe to loosen and potentially fall off of the vehicle. The pipe could come off without warning and fall into the path of other vehicles on the highway, possibly resulting in **a crash without warning.**

MODELS INVOLVED

This campaign covers 9000 Series models built 11/15/2002 through 3/12/2003 with Caterpillar engines at the Chatham Assembly Plant.

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.

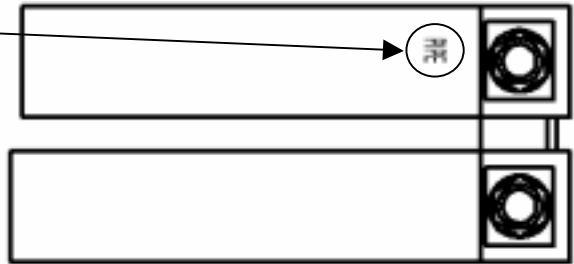
WARNING: Block the wheels to prevent the vehicle from moving.

WARNING: Make sure tail pipe and muffler are cool to the touch before beginning service procedure.

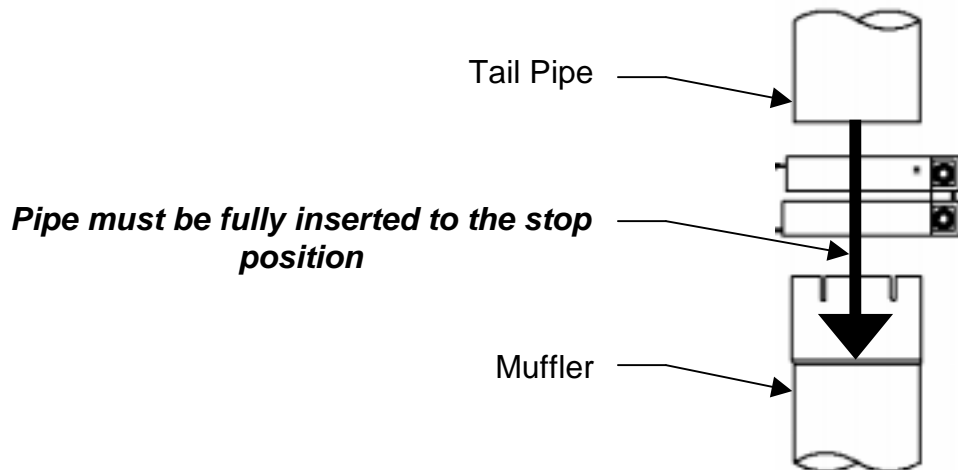
1. Remove Single Band Clamp.
2. Note the correct orientation of Double Band Clamp:

- Tail pipe side stamped "PIPE"

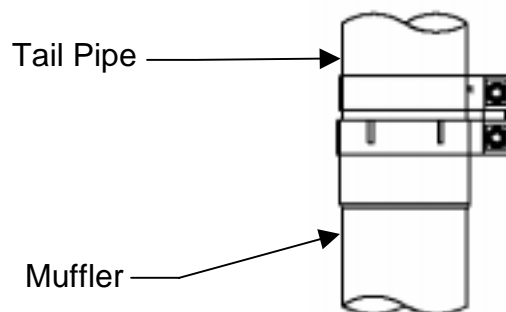
- Muffler side has no stamp



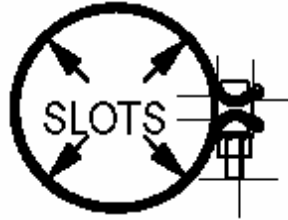
3. Slide double band clamp onto tail pipe.
 - ***Do not spread double band clamp to install -- Slide down over top of tail pipe to install.***
 - If clamp will not slide over top of tail pipe, remove tail pipe.
4. If tail pipe was removed, pre-install clamp onto tail pipe. DO NOT TIGHTEN clamp bolts. If pipe was not removed, skip to number 5.
5. Ensure tail pipe is fully inserted into muffler opening.



6. Slide double band clamp down so muffler side of clamp is positioned as noted:
 - ***Lower clamp is positioned over muffler tip and top clamp is positioned over the tail pipe.***

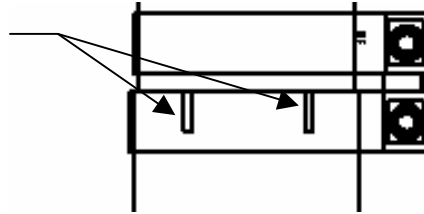


7. Ensure tail pipe discharge is facing the same direction as it was before the single band clamp was removed.
8. Position clamp fastener system equally between slots. *Avoid weld seam if possible.*



9. Position muffler side clamp flush with top edge of muffler discharge.

Muffler Clamp must cover all slots completely to avoid a loose joint or leaks.



10. Torque both clamp bolts to **27-37 lb-ft** (37-50 N-m).

PARTS INFORMATION

The part required for this recall is:

Part Number	Description	Quantity for Single Exhaust	Quantity for Dual Exhaust
3571664C1	Clamp, Band Double, 5", 403SST/ALZDST	1	2

Please Note:

- Only 'bright' clamps (usually used only on chrome exhaust pipes) are being supplied for this recall. ***Please use 'Bright' clamps for all exhaust pipe finishes for this Safety Recall.***
- There is a quantity of two (2) required for trucks with a Dual Exhaust system.
- Only 15% of trucks affected by this recall are Dual Exhaust.
- ***Please order only a minimal amount of extra clamps to cover any dual exhaust installation.***

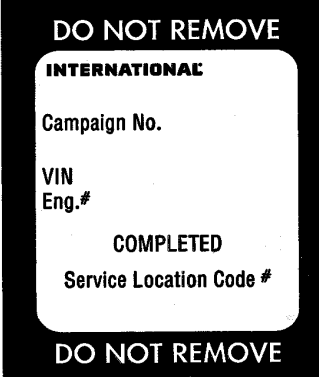
LABOR INFORMATION

<u>Operation No.</u>	<u>Description</u>	<u>Time</u>
A40-03508-1	Replace Single Band Clamp w/ Double Band Clamp For Single Exhaust ONLY	.6 hr
A40-03508-2	Replace Single Band Clamp w/ Double Band Clamp for Dual Exhaust ONLY	.8 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.



A black and white image of a rectangular label form. The top and bottom edges of the form are labeled "DO NOT REMOVE". The form is divided into sections. The top section is labeled "INTERNATIONAL" and contains the text "Campaign No.". Below this is a section labeled "VIN Eng.#". The bottom section is labeled "COMPLETED" and contains the text "Service Location Code #".

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.

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 corrections necessary 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