



# VEHICLE RECALL

**G-01516  
JUNE 2003**

**SUBJECT: NONCOMPLIANCE RECALL (U.S., EXPORT)  
Windshield Washer Pump Fuse on 4000 Series built  
10/24/2000 through 10/15/2001**

## **DEFECT DESCRIPTION**

The 5-ampere windshield washer pump fuse, located in the Power Distribution Center, will fail under certain test conditions that render the washer system inoperable. A failure of the windshield washer system is a violation of Federal Motor Vehicle Safety Standard (FMVSS) 104 Section 3.2.

## **MODELS INVOLVED**

This campaign covers 4000 Series models built 10/24/2000 through 10/15/2001.

## **OWNER NOTIFICATION**

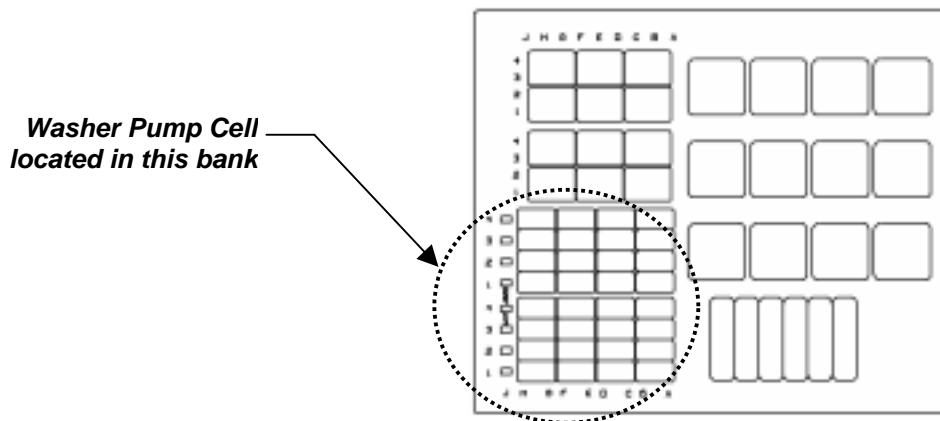
International Truck and Engine Corporation will notify owners of these vehicles about this campaign. A copy of the owner letter is attached. Each owner will be supplied a replacement 10-ampere fuse, label, and CTS-1075 for them to install. In the event a customer does not wish to perform the CUSTOMER REPAIR PROCEDURE, they are directed to contact their dealer. Please see PARTS INFORMATION section for more information.

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**

- A. Locate the Power Distribution Center (PDC) Fuse Identity Label on the underside of the PDC lid.

- B. Locate cell labeled, "5A WASHER PUMP," in the lower left bank of cells (see figure 1).
- If the washer pump cell indicates, "10A WASHER PUMP," this truck does **NOT** require this recall.
  - If the washer pump cell indicates, "5A WASHER PUMP," then continue to letter C.



**Figure 1**

- C. Thoroughly clean and dry the area in and around the, "5A WASHER PUMP," cell so the new label will adhere properly.
- D. Place the new label over the, "5A WASHER PUMP," cell so it now indicates, "10A WASHER PUMP."
- E. Locate and remove the 5-ampere washer pump fuse in the PDC. Replace with a 10-ampere fuse.
- F. Reinstall PDC lid.

### **PARTS INFORMATION**

The parts required for this recall are:

| Part Number | Description                   | Quantity |
|-------------|-------------------------------|----------|
| MIN10       | 10 Ampere Fuse                | 1        |
| 8000844R91  | Recall Label, 10A Washer Pump | 1        |

Please Note:

- ***Should a customer contact you to perform this recall, be sure to have them bring you the parts that were mailed to them.***

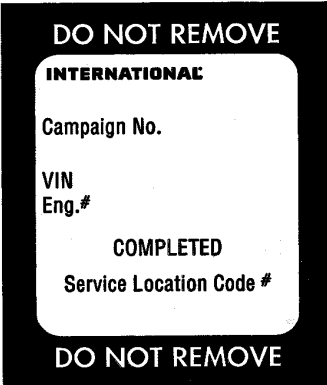
### **LABOR INFORMATION**

| Operation No. | Description  | Time  |
|---------------|--|-------|
| A40-01516-1   | Replace 5amp fuse with 10amp fuse and add label to PDC lid | .3 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.



The image shows a rectangular label with a black border. At the top and bottom, it says "DO NOT REMOVE" in white capital letters. Inside the border, the word "INTERNATIONAL" is printed in bold. Below that, there are fields for "Campaign No.", "VIN", and "Eng.#". To the right of these fields, the word "COMPLETED" is printed in bold. Below "COMPLETED", there is a field for "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.

## **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 |
|-------|------|---|-------|----|-----|
|       |      |   |       |    |     |

GROUP: Enter Recall Number \_\_\_\_\_

NOUN: Leave Blank. \_\_\_\_\_

C: (CAUSE) Enter either 1, 2, or 3.

- 1. Inspected – no corrections necessary
- 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. \_\_\_\_\_

## **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**