



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

TRUCK GROUP

SAFETY RECALL 02514

September 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 intermediate steering shaft on your vehicle. The campaign involves 9200*i*, 9400*i*, and 9900*i* models built from 6/4/02 through 9/12/02 with a 3N for the tenth and eleventh digits of the vehicle identification number. Our records show that you are the owner of the vehicle on the enclosed card. 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 intermediate steering shaft connects the steering column to the steering gear and is held in place by two pinch bolts. One pinch bolt is at the upper end of the intermediate shaft, inside the cab, and the second pinch bolt is at the lower end of the intermediate shaft, outside the cab, at the steering gear. Both pinch bolts could be missing or loose. See Figure 1 on the next page.

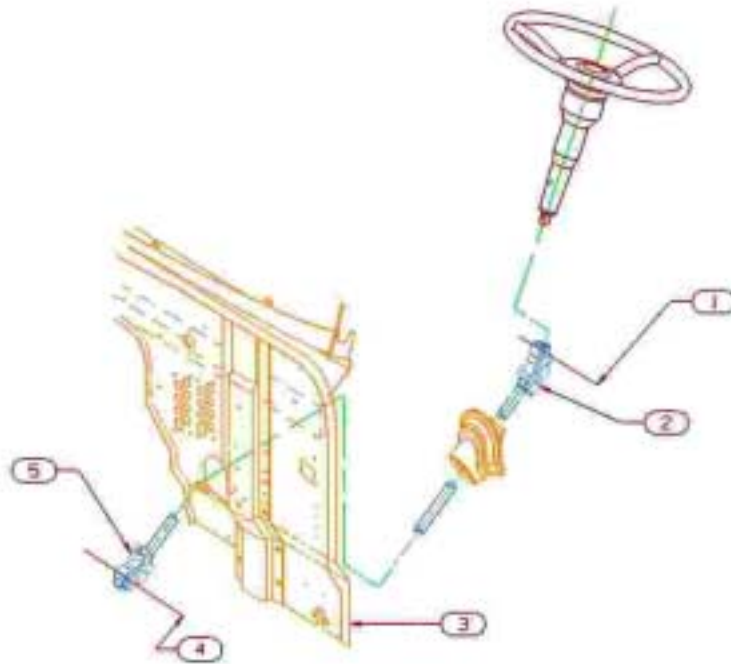


Figure 1: Assembly View of Intermediate Steering Shaft

- Items:**
1. Upper pinch bolt at steering column
 2. Upper end of intermediate shaft
 3. Cowl or cab front panel
 4. Lower pinch bolt at steering gear
 5. Lower end of intermediate shaft

RISK TO MOTOR VEHICLE SAFETY

WARNING – If a pinch bolt is missing or loose, the operator can experience loss of steering control. Loss of steering control can cause a vehicular accident, possibly resulting in property damage, personal injury or death.

ACTIONS YOU SHOULD TAKE

1. **Your vehicle should be inspected immediately to confirm that both the pinch bolts are installed, before the vehicle is driven.** Please reference Figure 1 and visually check your vehicle to make sure the pinch bolts are installed in the locations pointed out in items 1 and 4 above in Figure 1. **If a pinch bolt is missing, DO NOT DRIVE THE VEHICLE;** call your International dealer to get the proper pinch bolt as soon as possible. If the pinch bolts are present, you must still have the Safety Recall performed to make sure they are properly installed and tightened. Contact your dealer and have the recall performed as soon as possible.
2. **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 5.

3. **Please contact your local International dealer**, with your recall card in hand, to schedule an appointment to have your vehicle repaired. **All vehicles involved in this recall must be inspected and have the Safety Recall service performed.** This repair will be performed without charge to you and will take approximately half an hour. Have your dealer verify and correct your address if necessary. If your local International dealer performs the repair, they will submit a warranty claim; therefore, you **DO NOT** have to mail in the campaign card.
4. **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.
5. **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 Owner 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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