



INTERNATIONAL TRUCK AND ENGINE CORPORATION  
4201 WINFIELD ROAD, WARRENVILLE, IL 60555

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TRUCK GROUP

**NONCOMPLIANCE RECALL 01516**

June 2003

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 decided the **washer pump electrical circuit** of 4000 Series models built 10/24/2000 through 10/15/2001 is not compliant to Federal Motor Vehicle Safety Standards (FMVSS) 104 Section 3.2. The vehicle identified on the enclosed card fits this description and our records show that you own this vehicle. Federal law requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

**REASON FOR THIS RECALL**

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. Any resultant reduced visibility may cause **a motor vehicle accident**.

**ACTION 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 5.
2. Included with this letter you will find:
  - a "10A WASHER PUMP" label,
  - a 10-ampere fuse,
  - a CTS-1075 Campaign Identification Label, and
  - a CTS-1075 Campaign Identification Label clear overlay.

Please refer to the CUSTOMER REPAIR PROCEDURE, at the end of this letter, for simple instructions on completing the repair yourself.

3. If you **do not** wish to perform the CUSTOMER REPAIR PROCEDURE, **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 have a Repair procedure completed.**

*You should bring the included label and fuse to the dealer as well. This repair will be performed without charge to you and will take approximately 0.3 hour. Have your dealer verify and correct your address if necessary.*

If your local International dealer performs the repair, they will submit a completion notification; 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 vehicle.

**REIMBURSEMENT OF REPAIRS COMPLETED PRIOR TO THE RELEASE OF THIS RECALL**

If you paid to repair your vehicle for this defect prior to receiving this recall letter, you may be eligible for reimbursement of the repair costs if they were incurred between 5/31/2002 and 6/31/2003. Contact your local International dealer, with your original repair documentation and proof of payment, and the service advisor will determine what if any of the repair costs will qualify for reimbursement. International dealers determine what repair costs are eligible for reimbursement. However, if you choose not to work through an International dealer, you may submit the enclosed "REQUEST FOR REIMBURSEMENT" form, repair documentation, and proof of payment to:

International Truck and Engine Corporation  
Warranty Claim Center Reimbursement Department  
P.O. Box 888  
Warrenville, IL 60555

**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.

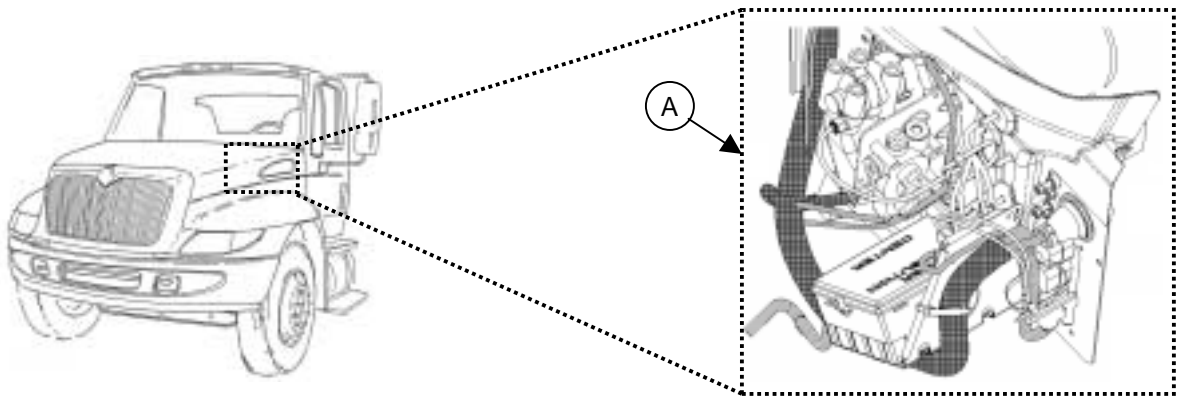
You may also wish to submit a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S.W., Washington, D.C., 20590, or call the toll-free Auto Safety Hot-Line at 1-888-327-4236 if your International dealer fails to repair or is unable to remedy this condition without charge or within a reasonable time.

**We request your prompt attention to the correction of this defect and apologize for any inconvenience this may cause you.**

### **CUSTOMER REPAIR PROCEDURE**

***Note: All vehicles involved in this recall must have a Repair procedure completed. If you would prefer that an International Dealer install the label and fuse for you at no charge, please refer to paragraph number 3.***

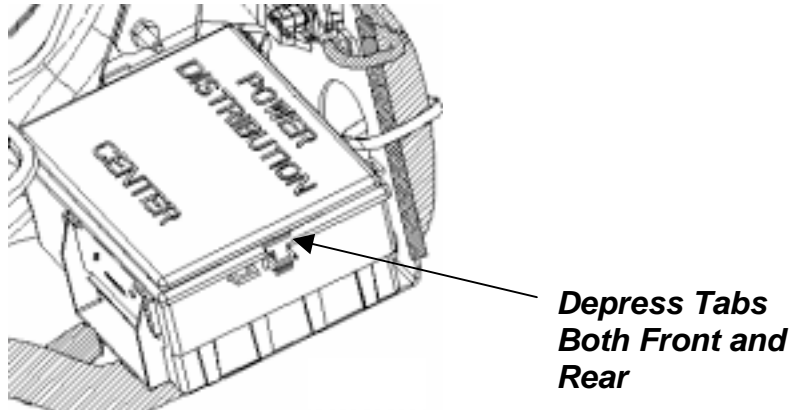
- A. Open Hood and locate the Power Distribution Center mounted on the left side of the cowl, near the left side inner fender panel (see figure 1).



View in direction of arrow A

**Figure 1**

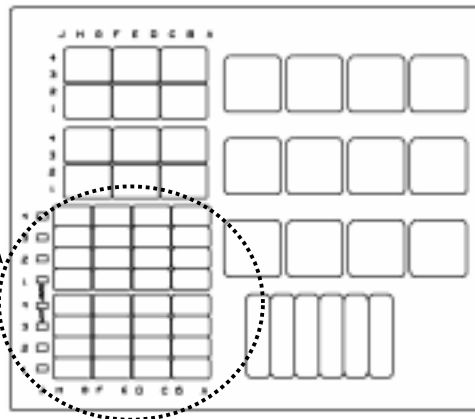
- B. Remove Power Distribution Center (PDC) top by depressing tabs on front and rear of box lid (See figure 2).



**Figure 2**

- C. Locate the PDC Fuse Identity Label on the underside of the lid.
- D. Locate cell labeled, "5A WASHER PUMP," in the lower left bank of cells (see figure 3).
- *If your washer pump cell indicates, "10A WASHER PUMP," you **do not** need this recall. Skip down to letter K for instructions on filling out the, "AUTHORIZATION FOR RECALL SERVICE," card.*
  - *If your washer pump cell indicates, "5A WASHER PUMP," then continue to letter E.*

**Washer Pump Cell located in this bank**



**Figure 3**

- E. Thoroughly clean and dry the area in and around the, "5A WASHER PUMP," cell so the new label will adhere properly
- F. Place the new label over the, "5A WASHER PUMP," cell so it now indicates, "10A WASHER PUMP."

- G. Locate and remove the 5-ampere washer pump fuse in the PDC. Replace with included 10-ampere fuse.
- H. Reinstall PDC lid. Ensure lid tabs are locked in place.
- I. Close and secure hood.
- J. Fill out and affix the Campaign Identification Label as follows:

- Enter “**01516**” here
- Enter your Vehicle Identification Number (VIN) here. *(Your VIN is on the AUTHORIZATION FOR RECALL SERVICE card included with this mailing.)*
- Enter “**CUSTOMER**” here
- Place label on a clean surface as close to the Vehicle Identification Number plate as possible. (VIN plate located inside driver’s side door, lower B-pillar area.)
- Place clear overlay on top of the label to ensure protection from damage.

**DO NOT REMOVE**

**INTERNATIONAL**

Campaign No. [ ]

VIN [ ]

Eng. # [ ]

**COMPLETED**

Service Location Code # [ ]

**DO NOT REMOVE**

- K. Fill out included, “AUTHORIZATION FOR RECALL SERVICE,” card and mail to International Truck and Engine Corporation.

- ***It is very important that the “AUTHORIZATION FOR RECALL SERVICE,” card is filled out if you followed the CUSTOMER REPAIR PROCEDURE.***

- **Use the following instructions when filling out the card:**

If your vehicle already had a 10-ampere fuse installed, **check box 1**

If you followed the CUSTOMER PROCEDURE and installed a new fuse and label, **check box 2**

***If checking box 1 or 2 does not describe your situation, please refer to paragraph number 4.***

**VEHICLE OWNER – Please Note**

Please check one of the following blocks concerning this Vehicle and drop card in mail.

1 ☐ Vehicle Inspected – no corrections necessary.

2 ☐ Vehicle Corrections completed.

3 ☐ Vehicle Sold or Transferred. (Please complete CHANGE of OWNERSHIP block.)

4 ☐ Service not desired on this vehicle. Reason: \_\_\_\_\_

5 ☐ Vehicle scrapped (Junked). Will not return to public streets or highways.

6 ☐ Vehicle stolen (whereabouts unknown).

7 ☐ Vehicle exported from U.S. to another country. (Please complete CHANGE of OWNERSHIP block.)

SIGNATURE \_\_\_\_\_ DATE \_\_\_\_\_

**INTERNATIONAL TRUCK AND ENGINE CORPORATION**

# REQUEST FOR REIMBURSEMENT

Safety (or Noncompliance) Recall **01516**

_____ Name		(     ) _____ Daytime Phone Number
_____ Current Address		_____ Apt. No.
_____ City	_____ State	_____ Zip
_____ Vehicle Identification Number (VIN)	_____ Mileage at time of repair	\$ _____ Total amount Requested
_____ Name of facility that performed the repair		

The following documentation must accompany this request::

1. The original invoice or repair order itemizing the repairs and the dollar amount for each repair.
2. Proof of payment such as cancelled check, copy of money order, etc.

Mail this request and the above documentation to:

International Truck and Engine Corporation  
Warranty Claim Center Reimbursement Department  
P.O. Box 888  
Warrenville, IL 60555