

G-04513
September 2004

SUBJECT: NONCOMPLIANCE RECALL (U.S., EXPORT)
COMPLETE VEHICLE LABELS on 4300 and 4400
tractor models built 5/24/2004 thru 7/26/2004

DEFECT DESCRIPTION

The "Complete Vehicle" label with the gross vehicle weight rating (GVWR), gross axle weight rating (GAWR), recommended tire size and tire pressure was not installed on the vehicle. A misunderstanding of the vehicle's weight rating, tire type, or tire pressure may cause a vehicle to be operated outside its designed parameters.

MODELS INVOLVED

This recall involves 4300 and 4400 tractor models built at International's Springfield, Ohio Assembly Plant from 5/24/2004 thru 7/26/2004 with 5th wheels.

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.

PARTS INFORMATION

See SERVICE PROCEDURE for part information.

SERVICE PROCEDURE



WARNING:

TO PREVENT SERIOUS EYE INJURY, ALWAYS WEAR SAFE EYE PROTECTION WHEN YOU PERFORM VEHICLE MAINTENANCE OR SERVICE.



WARNING:

TO PREVENT UNEXPECTED MOVEMENT OF THE VEHICLE AND POSSIBLE SERIOUS PERSONAL INJURY OR DEATH, BLOCK THE WHEELS TO PREVENT THE VEHICLE FROM MOVING IN BOTH DIRECTIONS.

1. The 'Complete Vehicle,' labels are VIN specific and were shipped directly to owners, or selling dealers (for dealer stock units).
2. Vehicle owners are instructed to install the label. If they do not wish to install the label, they are asked to contact their nearest International dealer for them to install it.
3. Vehicle owners are also instructed to check the VIN on the label with the VIN on their *Authorization for Recall Service Card* and the VIN on their vehicle. If the VIN on the label does not match, the owners are instructed to contact their nearest International dealer to obtain a new, correct label.
4. To obtain a correct label, the dealer must fill out the fax form at the end of this letter and fax to (260) 461-1911. Please do not forget to list the VIN of the vehicle requiring the new label.
 - a. The new label will then be printed and shipped to the dealer (or owner) for installation.
5. Label installation is as follows:

LABEL INSTALLATION PROCEDURE

1. Label is to be installed on the DRIVER's side door frame area as shown in Figure 1, Item 'A'.
2. Ensure area is clean below door hasp, as indicated, with a clean, dry cloth before installing included label.

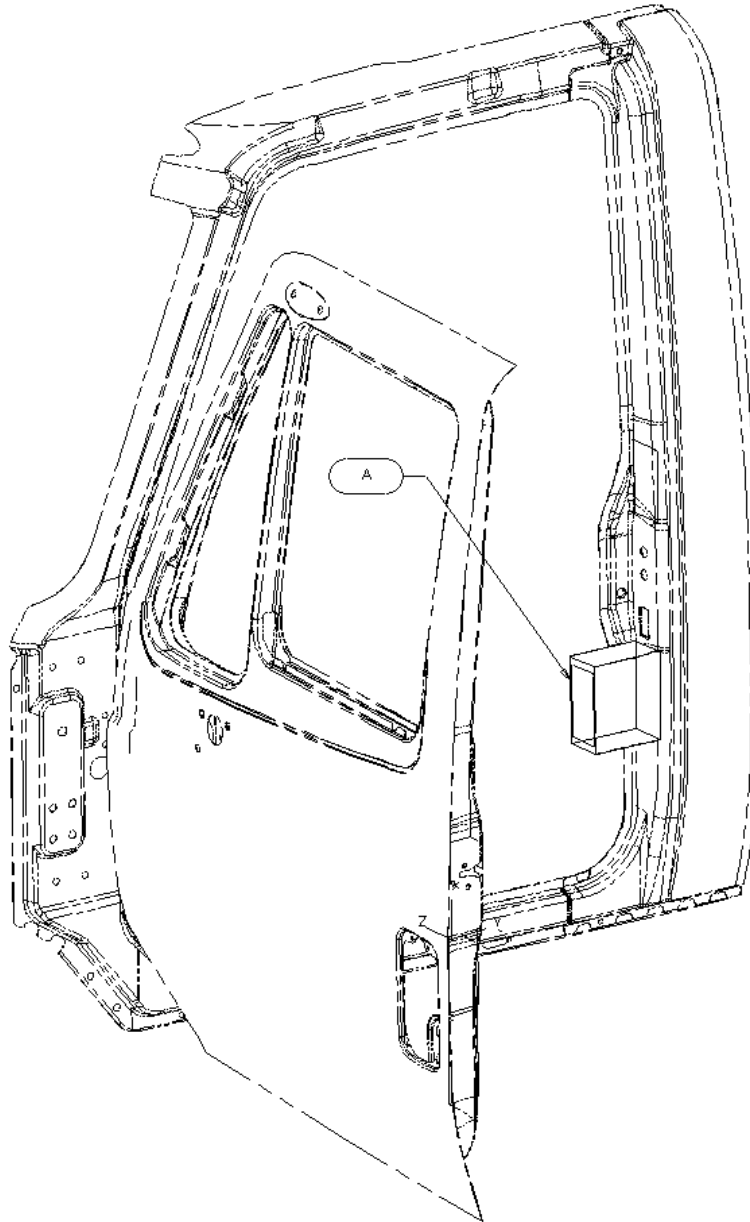


Figure 1

END OF SERVICE PROCEDURE

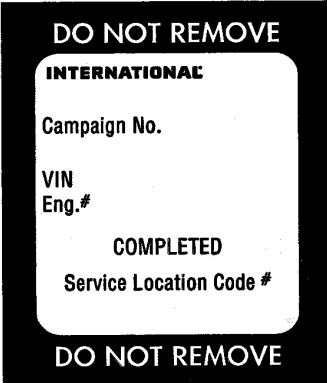
LABOR INFORMATION

<u>Operation No.</u>	<u>Description</u>	<u>Time</u>
A40-04513-1	<i>Label Installation</i>	0.3 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.

A black and white image of a rectangular label. At the top, it says "DO NOT REMOVE". Below that, in a white box, it says "INTERNATIONAL". Underneath, there are fields for "Campaign No.", "VIN", and "Eng.#". Below these fields, it says "COMPLETED" and "Service Location Code #". At the bottom, it says "DO NOT REMOVE".

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 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
GROUP Enter number G—						
NOUN Leave blank						
C (CAUSE) Enter either 1, 2, 3. (see below)						
1. Inspected (No repair required).						
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



VEHICLE RECALL 04513 FAX FORM

***Please fill out the following information LEGIBLY and
FAX to (260) 461-1911***

***Upon Receipt of this FAX a new label will be printed and mailed to the indicated address.
Please make copies of this form to re-use should you need more than one label.***

VIN of Vehicle for Which Label is Required:

Where to ship new label? Dealer or Owner (circle)

Please fill in the Ship To information below:

Name of Ship To: _____

Street of Ship To: _____

City, State, Zip of Ship To: _____

Please fill in the Requestor Information below:

Company Name of Dealer: _____

Name of Dealer Contact: _____

Phone Number of Dealer Contact: (_____) _____ - _____

Reason for Request: (circle)

Owner Lost Label

Incorrect label shipped to owner

Other: _____