



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

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TRUCK GROUP

## **SAFETY RECALL 02501**

March 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 rear air suspension on all 4300 and 4400 models built like your vehicle from 10/24/00 through 10/30/01. 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**

During the assembly of your vehicle, there were four rear suspension bolts and nuts that were not tightened sufficiently. This hardware connects the main support members of the rear suspension to the suspension hanger brackets. This connection could fail by the nuts working their way loose or off, or the bolts could break from fatigue.

#### **RISK TO MOTOR VEHICLE SAFETY**

**WARNING – YOUR VEHICLE HAS INSUFFICIENT CLAMP LOAD AT THE CONNECTION BETWEEN THE REAR SUSPENSION MAIN SUPPORT MEMBERS AND THE SUSPENSION HANGER BRACKETS. THE CONNECTIONS COULD FAIL DURING THE LIFE OF THE VEHICLE AND RESULT IN SEPARATION OF THE MAIN SUPPORT MEMBERS FROM THE SUSPENSION HANGER BRACKETS, POTENTIALLY RESULTING IN A SUDDEN LOSS OF CONTROL OF THE VEHICLE AND POSSIBLY RESULT IN A VEHICULAR ACCIDENT, POTENTIALLY RESULTING IN PROPERTY DAMAGE, PERSONAL INJURY OR DEATH.**

## **ACTIONS 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 4.
2. **Please contact your local International dealer**, with your recall card in hand, to schedule an appointment to have your vehicle repaired. All vehicles must have these four bolts and nuts replaced and properly tightened. This repair will be performed without charge to you and will require approximately half an hour.
3. **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.
4. **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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