

1/19/05

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NATIONAL HIGHWAY TRAFFIC SAFETY ADMIN.

Administrator  
National Highway Traffic Safety Administration  
400 Seventh Street S.W.  
Washington, D.C. 20590

Dear Administrator:

I am writing you in reference to two safety Recalls by The Navistar Truck and Engine Corp. This chronic problem with the ABS Systems in the Navistar Vehicles is out of control.


They do not have parts available for recall 03502 and 04507, copies of recall enclosed. I made an appointment for Jan. 12, 2005. As of today 1/19/05 the parts are not available and my vehicle is not repaired .

I also want to mention that this vehicle and others of the same model have failed New York State Dept. Of Transportation Inspections. Bus companies are graded as to how many vehicles pass their initial inspection and how many fail. These vehicles have lowered our DOT score and have prevented us from bidding on certain School contracts because our score was below 75 Percent Pass Rate.

After all of this, I find out the Navistar Corp, does not have parts available. Don't they know how many vehicles they manufactured with this farce called a ABS System. After making an appointment doesn't the dealer know what parts are needed for this recall.

Read this recall, look at the Risk to Motor Vehicle Safety Portion.

What is your agency going to do about this and what is Navistar going to do about effecting my ability to do business .

Yours truly,  


Jan 19/05

**Cc: Navistar Truck and Engine Corp.**  
**New York State Dept. Of Transportation**



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

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**TRUCK GROUP**

**SAFETY RECALL 03502 & SAFETY RECALL 04507**

November 2004

Dear International Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act and involves separate recalls. International has decided that two separate defects related to motor vehicle safety exists in your vehicle: (1) Bosch brake caliper assembly and slide pin assembly of certain bus models built 10/28/1997 thru 8/3/2002 with hydraulic disc brakes and (2) Kelsey-Hayes anti-lock brake electronic control unit of certain bus models built 2/28/1999 through 4/5/2004 with hydraulic disc brakes.

The vehicle identified on the enclosed card fits this description and our records show that you own this vehicle. Federal regulations require that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

**RECALL 03502**

***Reason for Recall***

The brake system may experience callpers sticking in the applied position.

***Risk to Motor Vehicle Safety***

When undetected, the stuck callper condition may result in premature brake component wear, excessive or abnormal heat generation at one or more of the wheel ends, or a wheel end fire without warning, possibly resulting in property damage, personal injury, or death.

**RECALL 04507**

***Reason for Recall***

The anti-lock brake system (ABS) electronic control unit may misinterpret a corrupt wheel speed signal.

***Risk to Motor Vehicle Safety***

The corrupt wheel speed signals may improperly activate the ABS, instead of deactivating the ABS. This may result in the driver experiencing a hard pedal feel and a decrease in deceleration at the end of the stop, resulting in extended stopping distances which could cause a vehicle crash without warning, possibly resulting in property damage, personal injury, or death.

**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 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 involved in these recalls must be inspected and repaired accordingly.**

Dealers will have parts and instructions to make the inspection and repair by 11/5/2004. The inspection and repair for both recalls will be performed without charge to you and will take approximately four (4) to five (5) hours. 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.

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 these recalls.

**REIMBURSEMENT OF REPAIRS COMPLETED PRIOR TO THE RELEASE OF THESE RECALLS**

If you paid to repair your vehicle for these defects prior to receiving this letter, you may be eligible for reimbursement of the repair costs if they were incurred between 6/01/2003 and 11/30/2004 for 04507 and between 11/1/2003 and 11/30/2003 for 03502. 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.

**INTERNATIONAL TRUCK AND ENGINE CORPORATION**

# INTERNATIONAL AUTHORIZATION FOR RECALL SERVICE

H 926 NY 105

## VEHICLE OWNER - Please Note

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

MODEL NAME	VEHICLE IDENTIFICATION NUMBER (VIN)	TSR	DEALER CODE	CAMPAIGN NO.
3400	1HV8EABM9YH	222	82322	*

### VEHICLE OWNER -

Please take the vehicle described above and this card to the selling International dealer for service described in the accompanying letter. The dealer has been provided instructions for repairing the vehicle. If the location of the selling dealer is not convenient for you, please contact your nearest International dealer.

222 82322  
1HV8EABM9YH

### CHANGE OF OWNERSHIP - Vehicle sold to:

NAME \_\_\_\_\_  
STREET \_\_\_\_\_  
CITY \_\_\_\_\_ STATE \_\_\_\_\_ ZIP CODE \_\_\_\_\_

\*RECALLS 03502 & 04507

1ST NOTICE

YONKERS

NY

- 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 \_\_\_\_\_

## REQUEST FOR REIMBURSEMENT

Safety (or Noncompliance) Recall \_\_\_\_\_ \*

Name \_\_\_\_\_ ( ) \_\_\_\_\_  
Daytime Phone Number

Current Address \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Vehicle Identification Number (VIN) \_\_\_\_\_ Mileage at time of repair \_\_\_\_\_ \$ Total amount requested \_\_\_\_\_

Name of Facility that performed the repair. \_\_\_\_\_

\*The Recall Number is located in the upper right hand corner of the customer letter you received announcing the recall. It is also on the authorization for Recall Service card as "Campaign No."

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

