



U.S. Department of Transportation
National Highway Traffic Safety Administration

DOT Auto Safety Hotline
Vehicle Owner's Questionnaire
To Report Vehicle Safety Defects
1-888-DASH-2-DOT
(1-888-327-4236)
INTERNET: www.nhtsa.dot.gov/hotline

FOR AGENCY USE ONLY 100148

Date Received

Repository ☐

06 MAY 16 AM 11:34
09-MAR-2006

Reference No.
10152335

OWNER INFORMATION (Type or Print)

Name

Address

City SAINT LOUIS

State MO

Zip Code

Daytime Telephone Number

E-mail Address

Evening Telephone Number

Do you authorize NHTSA to provide a copy of this report to the manufacturer of your vehicle? ☐ YES ☒ NO
In the absence of an owner's signature, NHTSA will NOT provide your name or address to the vehicle manufacturer.
Signature of Owner Date 4/26/06

VEHICLE INFORMATION

17 digit Vehicle Identification Number Located at bottom of windshield on driver's side

1HTMKAAT

Make

INTERNATIONAL

Model

4400

Model Year

2004

Date Purchased
15-FEB-04

Dealer's Name and Telephone Number
ALUMIBUNK

Original Owner
☒

Dealer's City
WOODHAVEN

State
MI

Zip Code
48183

Engine:
No. Cylinders 6

Fuel Type:
Diesel

Transmission Type
MANUAL

☐ Anti-lock Brakes
☒ Cruise Control

Powertrain
REAR WHEEL DRIVE

Vehicle Component Code
080000 ENGINE AND ENGINE COOLING

Multiple Failure: 1

FAILED COMPONENT(S)/PART(S) INFORMATION

Incident Date(s)
28-FEB-2006

Failure Mileage
219887

Failure Speed

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A TIRE FAILURE

Tire Make

Tire Model (Name or Number)

Tire Size (Example P215/65R15)

DOT No. (Example: DOTM19ABC036)

☐ Original Equipment
☐ Prior Repair

Failure Location:

Tire Component Code

Tire Failure Type

ADDITIONAL ITEMS TO BE COMPLETED WHEN REPORTING A CHILD SEAT FAILURE

Make:

Date Manufactured:

Model No./Name:

Seat Type:

Installation System:

Child Seat Component Code:

Failed Part:

APPLICABLE INCIDENT INFORMATION

(Please describe in detail the failure(s), crash(es), and injury(ies).)

Crash

☐ Yes ☒ No

Fire

☐ Yes ☒ No

Number of Persons Injured

Number of Deaths

Reported to Police

N

Narrative Description of Incident(s), Crash(es), and Injury(ies).

Please describe (1) events leading up to the failure, (2) failure and its consequences, and (3) what was done to correct the failure; i.e., parts repaired or replaced (and if old part is available).

DT*: THE CONTACT STATED AFTER SHUTTING THE VEHICLE DOWN, THE BOTTOM LINER O-RING PROPELLED THROUGH THE NUMBER 4 CYLINDER. THE RADIATOR FLUID DRAINED INTO THE OIL WHICH RESULTED IN THE ENGINE SEIZURE. THE VEHICLE WAS TOWED TO THE DEALER AND THE ENGINE WAS OVER HAULED. THE MANUFACTURER WAS ALERTED.

Include, if available: Police/Fire Department Report, Photos, and Repair Invoice.

ATTACH ADDITIONAL SHEETS IF NECESSARY

The Privacy Act of 1974 (Public Law 93-579) This information is requested pursuant to authority vested in the National Highway Traffic Safety Act and subsequent amendments. You are under no obligation to respond to this questionnaire. Your responses may be used to assist the NHTSA in determining whether a Manufacturer should take appropriate action to correct a safety defect. If the NHTSA proceeds with administrative enforcement or litigation against a manufacturer, your response, or a statistical summary thereof, may be used in support of the agency's action.

[REDACTED]
[REDACTED]
St. Louis, MO [REDACTED]
[REDACTED]

March 8, 2006

Customer Service Engineer (CSE)
Senior Administrator
International Corporation
4201 Winfield Road
P.O. Box 1488
Warrenville, IL 60555
(630)-753-5000

Dear Customer Service Engineer:

On February 28, 2006, I had my 2004 International 4400 (Vin # 1HTMKAAN24[REDACTED]) towed to Westrux International, located in Santa Fe Springs, CA, to be repaired. The vehicle had water coming out of the blow by tube (crankcase ventilation). This was noticed after driving the vehicle a mile down the road after stopping for a coffee. I immediately stopped the engine and called a tow truck. After a diagnosis to what was wrong with my truck, I was told that I would get help from International Corporation because of a premature O-ring failure on cylinder number 4. My truck has never overheated nor has ever been under maximum load capacity. In fact, my truck is registered for 26,000 pounds even though the manufacturer says that it can handle up to 33,000 pounds. I have a very clean truck, and I have taken extreme care of this vehicle. Westrux deemed it necessary to overhaul my engine despite my engine only has 219,987 on it. This was because when the O-ring failed it emptied my radiator's antifreeze fluid into the crankcase. This O-ring failure was not due to misuse of equipment because of overheating, cryogenics, chemical degradation, cavitations, etc. The head mechanic, Hector, assured me that he was convinced that this was a manufacturer defect. I feel very strongly that I should not have been out of any money seeing that I bought this truck brand new, and I had no control over manufacturing this engine. I understand that Quality Control has done numerous tests on different types of O-rings under different conditions because of the 2004 Federal Emissions Requirements and the need to be in compliance with the National Highway Traffic Safety Administration. I also know that International understands that it needs to act not only socially responsible for the products that it creates, but also ethically and timely when a complaint is made. I made this purchase at Alumibunk in Woodhaven, MI in February of 2004. The truck when purchased displayed only 11 miles, but had over 2000 hours of operation registered on the display. When questioned on whether this engine was used for government testing or International testing we were told that this was a brand new engine and it had never been tested just ran on a Dyno.

Unfortunately, your product has not performed well because this engine should have never failed this soon. Also, I feel that when International recalled my truck because of a software issue that the warranty should have restarted or I should have been extended an additional warranty because running the wrong software on this engine could have precipitated or caused the problem at hand. When the service department flashed my ECM with the correct software version, my mileage on my truck nearly doubled which means that when I purchased the vehicle it did not have 11 miles on it as well as the vehicle's price was inflated because of inaccurate odometer reading. This was unethical and if I would have known, the engine had more miles on it than what was displayed I might have not purchased this vehicle. The fact that your technicians uploaded the wrong software version when I purchased this vehicle should be enough to hold International accountable. Running the wrong software for this engine could have done more damage than just an O-ring. The engine was not operating under the specs designed by the engineers. The software operates many facets of the engine's operation, any of which could have contributed to the problem for which I am requesting retribution.

Therefore, to resolve the problem, I would appreciate your reimbursement for all associated costs. This includes the following: tow bill, hotel stays, car rental, labor cost, and lost time. I will send copies (copies, not originals) of my records (receipts, warranties, cancelled checks, contracts, model and serial numbers, and any other documents) upon request.

I look forward to your reply and a resolution to my problem. I will wait 48 hours before seeking third-party assistance. Please contact me at the above address or by phone. If I do not get a satisfactory resolution I will have no other recourse but to file a complaint with the Federal Trade Commission (FTC), my state's attorney general, the National Highway Traffic Safety Administration, etc. I feel I have given International Corporation every opportunity to make this situation right, but at this point I am getting annoyed by the shuffling of responsibility. I hope that you will work with me on this matter. International advertises that the DT466 engine is reliable, durable, low downtime, and minimal maintenance. I have not had the opportunity to enjoy any of these advantages. I, as a dissatisfied customer, was mislead not only by the research that I did prior to the purchase of the vehicle, but also by the false odometer reading. Altering the odometer is covered under Article 49 U.S.C. 32710 despite the fact that commercial dealers are allowed to stamp exempt on the title because the vehicle is over 16,000 pounds. When the vehicle's mileage is altered by the manufacturer this voids the original contract. The customer has a right to know the actual mileage at the time of purchase not a year later when there is a recall and possibly damage done to the engine because of negligence on behalf of the manufacturer.

Sincerely,

