



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

ODI RESUME

Investigation: PE 04-015
Prompted By: Fleet Complaint
Date Opened: 02/18/2004 Date Closed: 06/04/2004
Principal Investigator: Sonny Murianka
Subject: Power Steering Stud Failure

Manufacturer: International Truck & Engine Corporation
Products: 2004 International models 1652SC, 3800, 4700SCF, RE/CE
Population: 5999

Problem Description: The studs used to secure the power steering pump to the engine block can fail, resulting in engine oil leakage and complete loss of power steering without warning.

FAILURE REPORT SUMMARY

	ODI	Manufacturer	Total
Complaints:	5	8	13
Crashes/Fires:	0	0	0
Injury Incidents:	0	0	0
# Injuries:	0	0	0
Fatality Incidents:	0	0	0
# Fatalities:	0	0	0
Other*:	0	0	0

*Description of Other: One fleet generated all five of the odi claims.

Action: This Preliminary Evaluation (PE) is closed. International has filed a safety recall to address this issue. Campaign number assigned is 04V-250.

Engineer: Sonny Murianka

Date: 06/04/2004

Div. Chief: Richard Boyd

Date: 06/04/2004

Office Dir.: Kathleen C. DeMeter

Date: 06/04/2004

SUMMARY: This investigation was opened based on a report from a Virginia school bus fleet. The fleet reported that one of their drivers alleged that she could not steer the bus. An inspection of the bus revealed that the power steering pump had detached from the engine. The fleet then inspected other buses on the lot and found four buses where the bolts were either missing, or the stud had broken. Subsequent stud testing by International revealed the hardness of the returned studs was out of specification.

International has agreed to initiate a safety recall to inspect and replace the studs on the affected vehicles.

A copy of the recall is attached. Accordingly, this investigation is closed. The agency will take further action if warranted by the circumstances.

*Not
placed on
4/7/04*



INTERNATIONAL TRUCK AND ENGINE CORPORATION
3033 WAYNE TRACE, FORT WAYNE, IN 46806-3968

04V-250 3pgs.

TRUCK GROUP

May 26, 2004

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

RECEIVED
MAY 27 A 9:55
NHTSA

Subject: Vehicle Safety Defect Initial Information Report

Pursuant to Part 573.6 (c) (1), this Vehicle Safety Defect Initial Information Report is submitted to the National Highway Traffic Safety Administration by International Truck and Engine Corporation.

(1) IDENTIFICATION OF VEHICLES [Part 573.6 (c)(2)]

- Vehicle Models Involved:
 - 1652SC, 3800, 4700SCF, RE, and CE busses
- Vehicle Manufacturing Dates:
 - 2/03/2003 thru 2/22/2004
- Other Identification Necessary to Describe Vehicles:
 - Vehicles with T444E (7.3L) engines.

(2) COMPONENT MANUFACTURER [Part 573.6 (c)(2)(iv)]

- This report does not relate to a component supplied by a manufacturer other than International Truck and Engine Corporation.

(3) VEHICLE POPULATION INVOLVED [Part 573.6 (c)(3)]

Model	U.S. Quantity	Canadian Quantity	Mexico Quantity	Export Quantity
1652SC	35	0	27	0
3800	623	1,460	0	112
4700SFC	0	0	136	0
CE Bus	4,762	0	0	0
CE CMRCL	34	0	0	0
RE BUS	531	0	0	0
RE CMRCL	14	0	0	0
Totals	5,999	1,460	163	112

(4) PERCENTAGE OF VEHICLES ESTIMATED TO CONTAIN DEFECT [Part 573.6 (c)(4)]

- 100%

(5) DESCRIPTION OF DEFECT [Part 573.6 (c)(5)]

- The studs used to secure the power steering pump to the engine block can fail, resulting in engine oil leakage and complete loss of power steering without warning.

(6) CHRONOLOGY OF PRINCIPAL EVENTS WHICH LED TO DETERMINATION OF A SAFETY DEFECT or TEST RESULTS THAT LED TO DETERMINATION OF NONCOMPLIANCE [Part 573.6 (c)(6)/(7)]

- 1/15/2004 NHTSA informed International of a customer complaint of three (3) incidents from Newport News Schools in Virginia.
- 2/2/2004 Received metallurgical lab report of four (4) failed studs received from Newport News Schools. Lab report indicated that, on all four (4) studs, the hardness was between 50 and 53 HRc. The design hardness is 33-39 HRc.
- 2/19/2004 Determined shipment quantities and dates of suspect studs received from supplier.
- 3/17/2004 Completed warranty search and found a total of seven (7) warranty claims with broken power steering pump mounting studs. Three of which were from the Newport News Schools location.
- 3/18/2004 Completed retrofit of power steering studs on 300 busses with suspect studs at International's Tulsa Bus Plant. The removed studs were shipped to International's metallurgical lab for analysis.
- 3/26/2004 Completed hardness check of removed studs. Hardness ranged between 46 and 53 HRc.
- 4/5/2004 Received suspect build date ranges and engine serial number ranges from International's engine manufacturing facility.
- 4/14/2004 Received one (1) additional field service report from a dealer in Roanoke, VA reporting the stud had broken resulting in a loss of power steering.
- 5/4/2004 International's Engine and Truck divisions met to review the test results, field reports, and warranty data.
- 5/17/2004 Completed vehicle search based on suspect engine serial numbers.
- 5/20/2004 International declares a safety recall.

(7) PROGRAM TO REMEDY DEFECT [Part 573.6 (c)(8)]

- All suspect vehicles will be inspected and suspect studs will be replaced.

(8) PLAN FOR REIMBURSEMENT [Part 573.6 (c)(8)(i)]

- Some of the vehicles in this recall fall outside the warranty period; therefore, our plan for reimbursement of pre-notification remedies, on file and dated 2/6/2003 does apply and instructions will be included in the customer notification.

(9) SCHEDULE FOR RECALL NOTIFICATION [Part 573.6 (c)(8)(ii)]

- Notify International Dealers by: July 2, 2004
- Notify International Customers by: July 9, 2004

(10) INTERNATIONAL RECALL NUMBER [Part 573.6 (c)(11)]

- 04509 (NHTSA number not assigned yet)

The undersigned should be contacted for any additional information regarding this recall on (260) 461-1890.

Very truly yours,



R. L. Van Laar
Compliance Manager
INTERNATIONAL TRUCK AND ENGINE CORPORATION