

Wallace, Patricia

From: Kibe, Brandon L [Brandon.Kibe@Nav-International.com]
Sent: Friday, May 14, 2004 8:51 AM
To: Wallace, Patricia
Subject: RE: 04v-011



03518 CUSTOMER
LETTER.PDF



03518 DEALER
LETTER.PDF

Done,

Here are the final documents. The customer mailing will begin 5/28. .

Thanks,

Brandon Kibe
Compliance Coordinator
Truck Reliability & Quality

International Truck and Engine Corporation
3033 Wayne Trace
Fort Wayne, IN 46806

Phone: (260) 461-1917
Fax: (260) 461-1814

-----Original Message-----

From: Wallace, Patricia [mailto:Patricia.Wallace@nhtsa.dot.gov]
Sent: Friday, May 14, 2004 6:22 AM
To: Kibe, Brandon L
Subject: RE: 04v-011

We have reviewed your proposed owner notification letter and it needs one addition to it.

In the Risk to Motor Vehicle Safety paragraph, please change the words "an accident" to read "a crash without warning."

Please let me know when the actual mailing takes place and, as usual, provide this office with final copies of all documents relating to the recall.

Thanks.

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

TRUCK GROUP

SAFETY RECALL 03518

May 2004

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 decided that a defect related to motor vehicle safety exists in the brake pedal assembly of certain IC Bus models built 3/12/2003 through 10/20/2003 with hydraulic 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.

REASON FOR THIS RECALL

This defect involves the alignment of the brake pedal with the pressure activated brake switch. International was supplied an incorrect brake pedal. This pedal may not activate the brake lights during light-pedal-pressure braking. To correct this defect, the correct pedal must be installed on all vehicles in this campaign.

RISK TO MOTOR VEHICLE SAFETY:

If the brake lights do not activate properly, the vehicle could be involved in 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 this recall must be repaired.

Dealers will have parts and instructions to make the repair by **5/26/2004**. The repair will be performed without charge to you and will take approximately 45 minutes. 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 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 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

G-03518

May 2004

SUBJECT: SAFETY RECALL (U.S., EXPORT)

Brake pedals on all IC buses built from 3/12/2003 through 10/20/2003 with hydraulic brakes.

DEFECT DESCRIPTION

This defect involves the alignment of the brake pedal with the pressure activated brake switch. International was supplied an incorrect brake pedal. This pedal may not activate the brake lights during light-pedal-pressure braking. To correct this defect, the correct pedal must be installed on all vehicles in this campaign. If the brake lights do not activate properly, the vehicle could be involved in a vehicle crash without warning, possibly resulting in property damage, personal injury, or death.

MODELS INVOLVED

This Safety Recall involves all IC buses built from 3/12/2003 through 10/20/2003 with hydraulic brakes.

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

The part required for this recall is:

Part Number	Part Description	Quantity
89000125R91	Brake Pedal Assy for IC Bus	1

SERVICE PROCEDURE



WARNING:

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

REMOVING THE BRAKE PEDAL

1. Park the vehicle on level ground, put the transmission in neutral, set the parking brake and shut off the engine.



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.

2. Disconnect the brake switch wiring and note that the connector points down.
3. Note the position of the brake switch before removing. The brake switch is mounted on the left (driver's side) of the brake pedal.
4. Remove the cotter pin, clevis pin, and brake switch.
5. Remove the nut from the brake pedal pivot bolt. There is a bushing on each end of the pedal tube; be careful not to drop the bushings as you remove the brake pedal.

6. Remove the bolt, pedal with two bushings, and the spacer.
7. Do not return the defective pedal. Destroy and recycle the defective pedal locally.

INSTALLING THE NEW BRAKE PEDAL

1. Transfer the brake pedal pad and both bushings to the new pedal.
2. Install the new pedal, bolt, spacer, and nut. Torque the nut to 75-85 LbF-Ft (102-115 Nm).

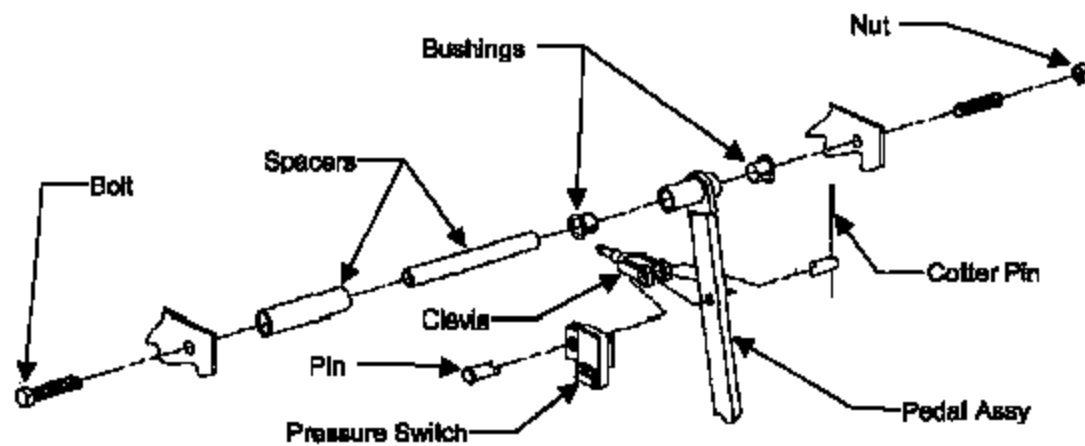


Figure 1

3. Install the brake switch, clevis pin, and cotter pin. Make sure the brake switch is mounted on the left side (driver's side) of the pedal with the connector pointing down.

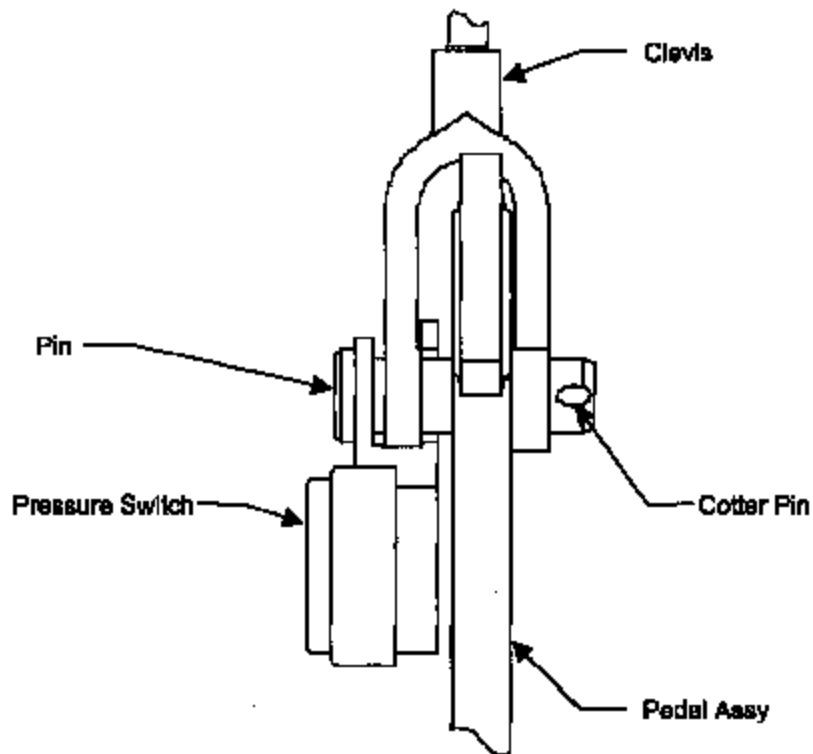


Figure 2 (Top View)

4. Reconnect the brake switch wiring.
5. With the vehicle running and in forward gear, apply the brakes just enough to keep the vehicle from moving forward and verify the brake lights are on.

END OF SERVICE PROCEDURE

LABOR INFORMATION

<u>Operation No.</u>	<u>Description</u>	<u>Time</u>
A40-03518-1	R & R Brake Pedal	0.8 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.

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