

Wallace, Patricia

From: Kibe, Brandon L [Brandon.Kibe@Nav-International.com]
Sent: Tuesday, June 29, 2004 3:48 PM
To: Wallace, Patricia
Subject: Customer Notification Approval

Importance: High



04503



03517

04V-250



04509

TOMER LETTER.TOMER LETTER.TOMER LETTER1

Pat,

These recalls will go active next week. Please approve the following owner notifications:

04V-100 (04503):
<<04503 CUSTOMER LETTER.PDF>>

04V-009 (03517):
<<03517 CUSTOMER LETTER.PDF>>

✓ 04V-250 (04509):
<<04509 CUSTOMER LETTER1.PDF>>

Thanks,

Brandon Kibe
Compliance Coordinator
Truck Reliability & Quality

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

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

TRUCK GROUP

SAFETY RECALL 04509

July 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 which relates to motor vehicle safety exists in the **power steering pump mounting studs** of certain 1852SC, 3800, 4700SCF, RE and CE bus models built 2/04/2003 thru 2/27/2004 with T444E engines. 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

The studs used to secure the power steering pump to the engine block can fail, possibly resulting in engine oil leakage, complete loss of power steering without warning, and/or an increase in stopping distances.

RISK TO MOTOR VEHICLE SAFETY

The power steering pump is designed to provide power assist to both the steering system and the hydraulic braking system. A disengaged pump may reduce the fluid flow to less than the minimum required flow rate to provide full power assist to the brake system with low engine speed. **This defect may cause an increase in both stopping distance and steering wheel efforts during steering and braking maneuvers at slow engine speeds, therefore increasing the possibility of an accident, which could result 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 6.
2. Please contact your local International dealer, with your recall card in hand, to schedule an appointment to have your vehicle repaired.
3. Dealers will have parts and instructions to make the repair by 7/9/2004. The repair will be performed without charge to you and will take approximately 1 hour. Have your dealer verify and correct your address, if necessary.

4. 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.
5. 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.
6. 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.

REIMBURSEMENT OF REPAIRS COMPLETED PRIOR TO THE RELEASE OF THIS RECALL

If you paid to repair your vehicle for this defect prior to receiving this recall letter, you may be eligible for reimbursement of the repair costs if they were incurred between 7/01/2003 and 7/31/2004. 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