



VEHICLE RECALL

G-04516

September 2004

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

**FRONT SPINDLE NUT RETAINER on certain 9200/,
9400/, and 9900/ models built 7/26/2004 thru
7/28/2004**

DEFECT DESCRIPTION

The front, non-drive axle, cotter keys and spindle nut retainers may not have been installed on certain vehicles. The cotter key and spindle nut retainer prevent the spindle nut from loosening and thus aid in wheel retention. Because there are no mechanical means for preventing the spindle nut from loosening, a wheel-off condition can occur. This may result in a **vehicle crash without warning** that can result in **property damage, personal injury or death.**

MODELS INVOLVED

This Safety Recall involves 9200/, 9400/, and 9900/ models built between 7/26/2004 and 7/28/2004 at the Chatham, Ontario Assembly Plant.

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 parts required for this recall are:

Part Number	Part Description	Quantity
1663197C1	LOCK, WHEEL BRG ADJ NUT	Up to 2, See RECALL SERVICE PROCEDURE
1690302C1	PIN, COTTER 7/32 X 2-1/4	Up to 2, See RECALL SERVICE PROCEDURE
As Per Lineset Ticket	GASKET, HUB CAP	Up to 2, See RECALL SERVICE PROCEDURE

SERVICE PROCEDURE



WARNING:

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



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.

FRONT WHEEL END INSPECTION PROCEDURE

1. On vehicles that have an oil fill plug on the front hubs:
 - a. Rotate wheel until plug is upward.
 - b. Remove plug.
2. On vehicles that DO NOT have an oil fill plug, remove hubcap.

3. Inspect spindle nut to ensure cotter key and retainer are installed.

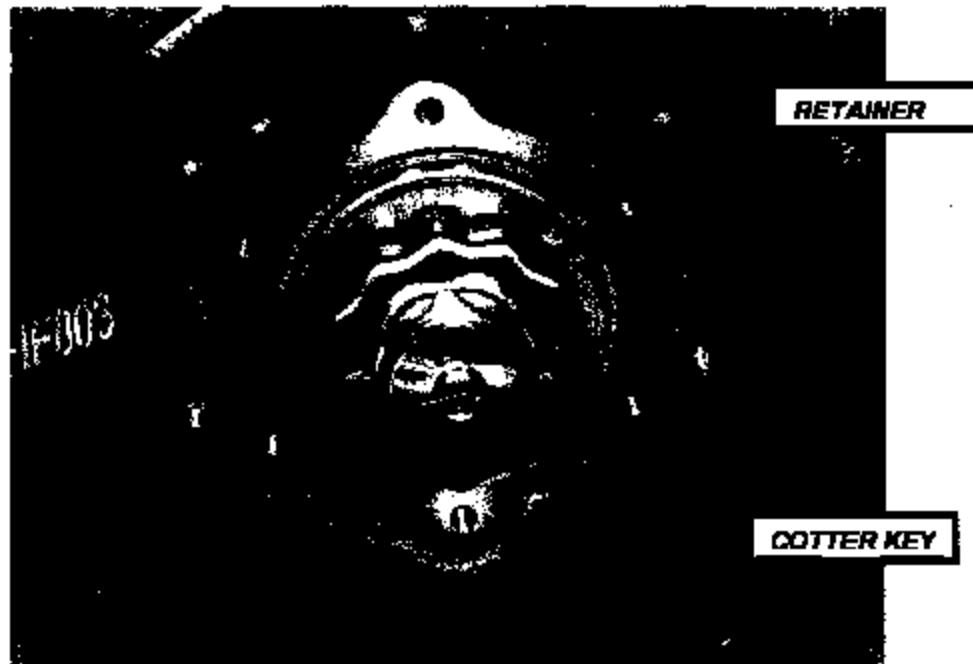


Figure 1

4. If cotter key and retainer are installed and cotter key is bent over to lock it in position, no further service is required. Check oil level and refill if necessary.
 - a. Reinstall oil plug, or hubcap and gasket as required.
5. For each wheel end where the cotter key and retainer are NOT installed, perform the following service:
6. Remove hubcap.
7. Adjust wheel bearing endplay. Refer to *Master Service Manual* for adjustment procedure.
8. Install retainer, cotter key, and new hubcap gasket.
9. Reinstall hubcap.
10. Check oil level and refill if necessary.

END OF SERVICE PROCEDURE

LABOR INFORMATION

<u>Operation No.</u>	<u>Description</u>	<u>Time</u>
A40-04516-1	Base Inspection, All Vehicles must Receive	0.5 Hr
A40-04516-2	Add on for Key and Retainer Install on One (1) Wheel End Only	0.4 Hr
A40-04516-3	Add on for Key and Retainer Install on Two (2) Wheel Ends Only	0.8 Hr

Every vehicle will require at least an inspection to determine if additional repair labor is required.

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.

CAMPAIGN IDENTIFICATION LABEL

Campaign No. _____

VIN _____

COMPLETED

Service Location Code # _____

1075

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