

04V-472

G-04518-R2
April 2005

SUBJECT: SAFETY RECALL (U.S., EXPORT)
TURN SIGNAL SWITCH assemblies on certain 3300,
4200, 4300, 4400, and CE School Bus models built
5/24/2004 thru 8/17/2004

REVISION DESCRIPTION

THIS IS AN ISIS ONLY NOTIFICATION.

PARTS INFORMATION

- Part number added for Blue Bird bodied busses.

SERVICE PROCEDURE

- Added steps 7a and 7b.

DEFECT DESCRIPTION

An incorrectly manufactured switch contact can cause intermittent contact in the turn signal stalk assembly. This results in intermittent left turn signal lamp and indicator light operation when the hazard switch is activated.

Intermittent light operation reduces the ability to warn other motorists of the driver's intentions. This could cause a **vehicle crash without warning** that may result in **property damage, personal injury or death.**

MODELS INVOLVED

This Safety Recall involves 3300, 4200, 4300, 4400, and CE School bus models built according to the following table:

<u>Assembly Plant</u>	<u>VIN Position 11</u>	<u>Start Date</u>	<u>End Date</u>
Springfield, Oh	H	5/24/2004	7/16/2004
Garland, TX	J	6/1/2004	7/22/2004
Escobedo, Mexico	L	6/2/2004	7/26/2004
Conway, AK	A	5/19/2004	8/17/2004
Tulsa, OK	B	6/4/2004	8/16/2004

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
3587009C91	SWITCH, TURN SIGNAL	1 As Required by Service Procedure
2589451C91	SWITCH, TURN SIGNAL, MODIFIED FOR BLUE BIRD BUS BODIES	1 As Required by Service Procedure

PLEASE USE 2589451C91 for any International chassis that has a Blue Bird body.

Please do not perform the recall service procedure on a Blue Bird bodied 3300 with 3587009C91.

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.

DATE CODE INSPECTION

1. Remove the three (3) screws that fasten the lower steering column trim to the steering column.

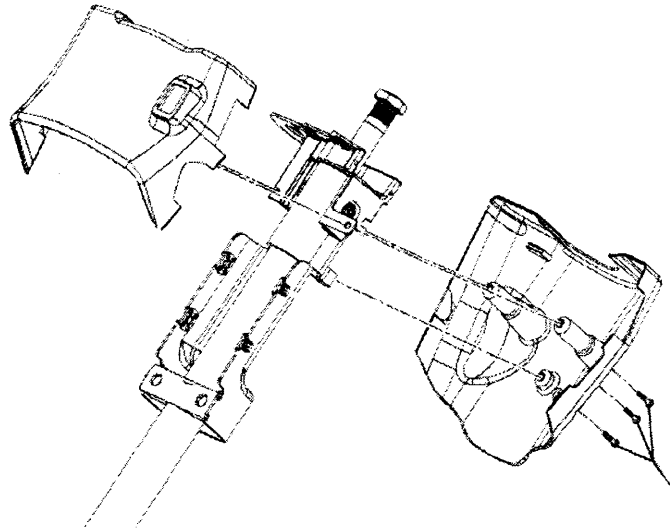


Figure 1

2. Inspect the underside of the turn signal stalk assembly for the build date code.

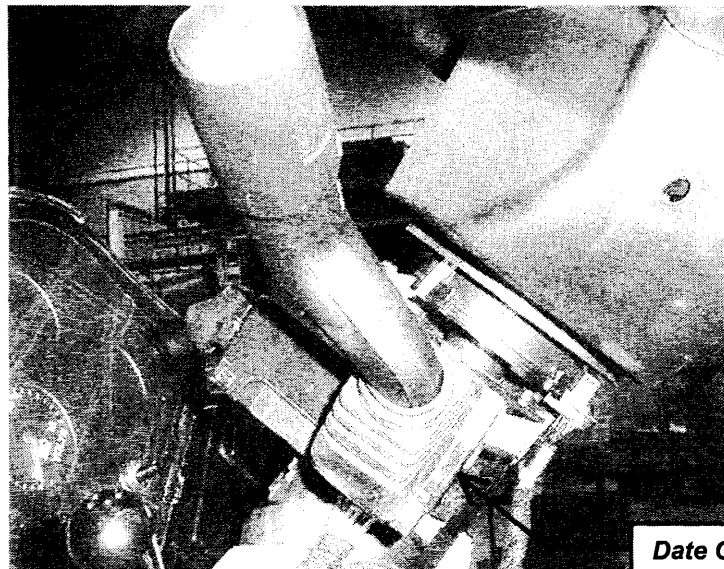


Figure 2

***Date Code in
This Area***

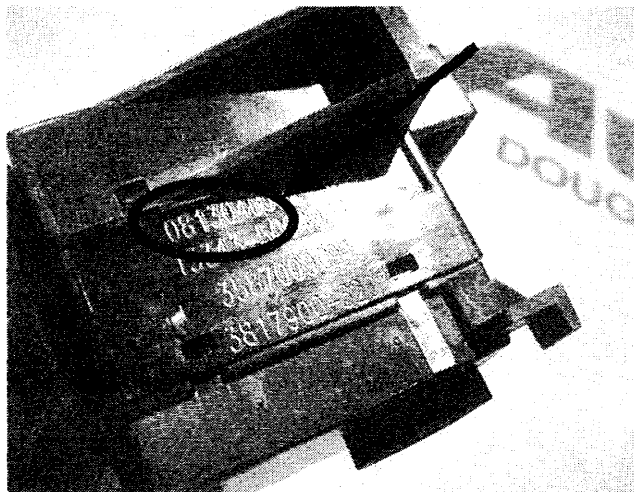


Figure 3

NOTE: The example in Figure 3, 081304, corresponds to a build date of August 13th of 2004.

3. Replacement of the turn signal switch is required if the switch build date codes are between **051504** (May 15, 2004) thru **062804** (June 28, 2004). If the build date is within this range, skip to step 5.
4. If the date code on the switch assembly is **NOT** in the range listed in step 3, **NO FURTHER ACTION IS NECESSARY**, re-install lower column trim panel and fasteners.

TURN SIGNAL SWITCH REPLACEMENT

5. Remove the upper column trim panel.
6. Disconnect electrical connector and remove switch assembly.

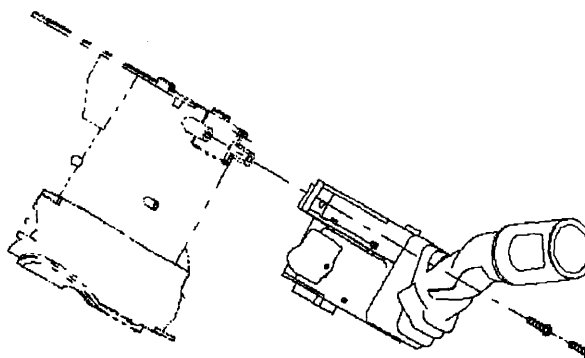


Figure 4

7. Install new switch assembly and connect electrical connector. See **Figure 4**.
 - a. If the vehicle has a Blue Bird body, use **2589451C91**.
 - b. For all other vehicles and bus bodies, use **3587009C91**.
8. Perform functional test on switch to verify all turn signals and hazard lamps function.
9. Re-install upper and lower steering column trim panels. See **Figure 1**.

END OF SERVICE PROCEDURE

LABOR INFORMATION

<u>Operation No.</u>	<u>Description</u>	<u>Time</u>
A40-04518-1	<i>Inspect Switch Date Code</i>	0.3
A40-0458-2	<i>Add on for Switch Replacement</i>	0.2

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