

**G-04520**  
**November 2004**

**SUBJECT: SAFETY RECALL (U.S., EXPORT)**  
**MOUNTING BOLTS on IROS equipped 3200, 4200,**  
**4300, and 4400 models built 8/23/2004 thru 10/1/2004**

### **DEFECT DESCRIPTION**

Four rear suspension fasteners may not be tightened sufficiently. This hardware connects the main support members of the rear suspension to the hanger brackets. This connection could fail by the nuts working their way loose or off, or the bolts could break from fatigue. A failure of these fasteners could result in separation of the main support from the hanger bracket possibly resulting in a sudden loss of control of the vehicle. This could cause a **vehicle crash without warning**, possibly resulting in **property damage, personal injury, or death**.

### **MODELS INVOLVED**

This Safety Recall involves 3200, 4200, 4300, and 4400 models built between 8/23/2004 and 10/1/2004 at the Springfield, Ohio Assembly Plant with IROS rear air suspension systems.

### **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:

<b>Part Number</b>	<b>Part Description</b>	<b>Quantity</b>
<b>8900081R91</b>	KIT, FIELD FIX SUSP BOLT IROS	1

*This Recall Service Kit contains the following parts:*

<b>Part Number</b>	<b>Part Description</b>	<b>Quantity</b>
<b>31090R1</b>	BOLT, M20 X 100 PHC CL 10.9 FL	4
<b>40204R1</b>	NUT, HEX METRIC PREV. TORQ*M20	4

## **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.***

1. Remove one bolt and nut at a time, then install a new bolt and nut.

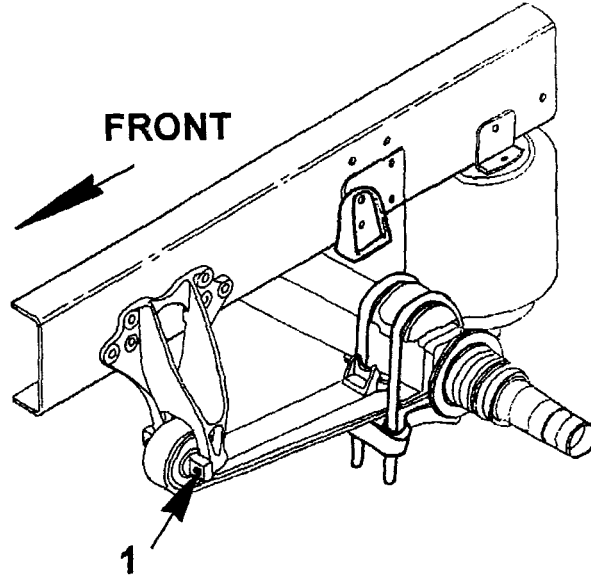


Figure 1

**NOTE:** The bolts go through the bushing bar pin in the direction of the arrow with the bolt head against the bar pin (**FORWARD**) and the nut against the hanger (**REAR**). There are two bolts and two nuts required per side.

2. Tighten the new bolt almost to full torque [full torque is **370-460 LbF-Ft (500-625 Nm)**] so that the clamp load will hold the bushing pin aligned while the other bolt is replaced.
3. Repeat step 2 until all four bolts and nuts have been replaced.
4. Finally, fully tighten all four (4) bolts to **370-460 LbF-Ft (500-625 Nm)**.

**NOTE: DO NOT REUSE ANY OF THE ORIGINAL BOLTS OR NUTS**

**END OF SERVICE PROCEDURE**

## LABOR INFORMATION

<u>Operation No.</u>	<u>Description</u>	<u>Time</u>
A40-04520-1	<i>Perform Recall Service Procedure, Install four (4) bolts.</i>	0.6 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.

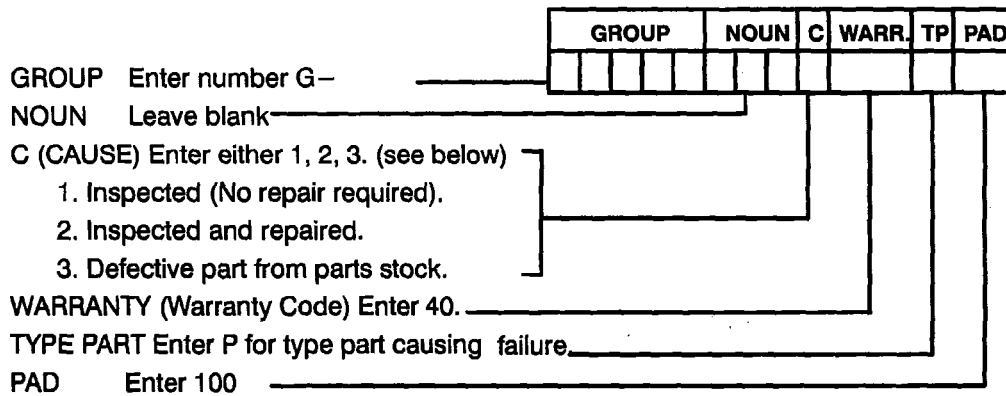
However, consistent with the customer notification, dealers are expected to complete the repairs on the mutually agreed upon service date.

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:



### **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**



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

---

TRUCK GROUP

## SAFETY RECALL 04520

November 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 3200, 4200, 4300, and 4400 models built between 8/23/2004 and 10/1/2004 with the IROS rear air suspension system. 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**

During the assembly of your vehicle, there were four rear suspension fasteners that may not be tightened sufficiently. This hardware connects the main support members of the rear suspension to the hanger brackets. This connection could fail by the nuts working their way loose or off, or the bolts could break from fatigue.

### **RISK TO MOTOR VEHICLE SAFETY**

A failure of these fasteners could result in separation of the main support from the hanger bracket possibly resulting in a sudden loss of control of the vehicle. This could cause 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 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 **11/19/2004**. 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.
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.

**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**