

# VEHICLE RECALL

G-05502

April 2005

**SUBJECT: SAFETY RECALL (U.S., EXPORT)  
CAB MOUNTS on certain 4000, 7000, and 8000  
Series Models built 1/16/2004 thru 11/1/2004**

*This Recall is the final remedy and supercedes Safety Recall G-04521*

## **DEFECT DESCRIPTION**

During the assembly of the above vehicles, the front cab mounting fasteners may not have been tightened sufficiently. This hardware connects the cab to a cast bracket that is connected to the rubber portion of the cab mount. Normal use of the vehicle may result in under tightened fasteners loosening and falling out. If any fasteners are loose or missing, the cab may separate from the vehicle's chassis during a vehicle crash. This may result in **property damage, personal injury or death.**

## **MODELS INVOLVED**

This Safety Recall involves 4400, 7300, 7400, 7500, 7600, 7700, 8500, and 8600 models built between 1/16/2004 and 11/1/2004 with high or mid-high cab mounting systems.

## **PARTS INFORMATION**

The part required for this recall is:

| Part Number | Part Description                       | Quantity |
|-------------|--|----------|
| 8900144R91  | Recall Service Kit Cab Mount Fasteners | 1        |

The above recall service kit contains the following parts:

| Part Number | Part Description              | Quantity |
|-------------|-------------------------------|----------|
| 2589465C1   | BOLT, M12 X 35 FLG HD W/ADHSV | 16       |

***Discard all removed parts locally.***

## SERVICE PROCEDURE



**WARNING:**

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



**WARNING:**

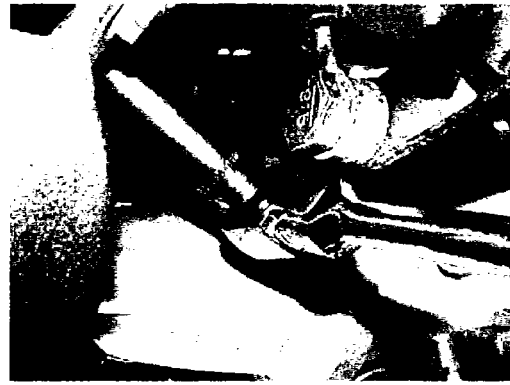
*TO PREVENT UNEXPECTED MOVEMENT OF THE VEHICLE AND POSSIBLE SERIOUS PERSONAL INJURY OR DEATH, BLOCK THE WHEELS TO PREVENT THE VEHICLE FROM MOVING IN BOTH DIRECTIONS.*

1. Remove the Fender Extensions. Mid-High mounted cabs (4400, 7300, 7400, 7500, 8500) will have three (3) fasteners attaching each fender extension while High mounted cabs (7600, 7700, 8600) will have four (4) fasteners for each fender extension.
2. While following the Bolt Removal and Installation Pattern defined below, remove and discard **ONE** cab mounting bolt, then install a new bolt from the recall service parts kit (with an adhesive patch). Torque bolt to **115-120 LbF-Ft (156-163 Nm)**.
3. Repeat step 2 until all sixteen (16) cab mounting bolts are replaced and properly torqued.

4. For 7600, 7700 and 8600 with Caterpillar® engines:
  - a. To access the bolts on the driver's side cab mount bolts, you will also need to fully depress the clutch and use a deep well socket or socket extension. See figures 1 and 2.

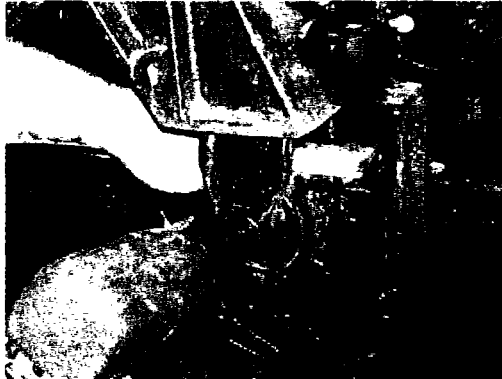


**Figure 1 – Clutch Hold Down**



**Figure 2 – Clutch Rod out of Way**

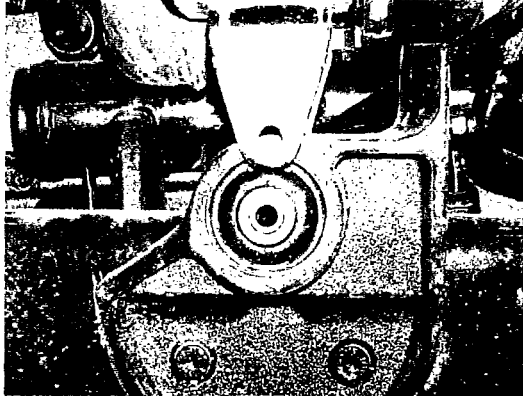
5. For 7700 with Cummins® engines:
  - a. To access the passenger's side cab mount bolts, you will also need to remove the lower mount bolt and raise the cab for access.



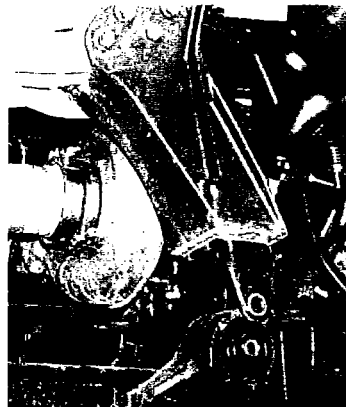
**Figure 3 – Remove Lower Mount Bolt**

- b. Lift passenger side of cab, using a jack in the sub-sill area, approximately 2.5" (63.5mm) or until lower cab mount is in the approximate position as indicated in Figure 4.

- Install a spacer block between the mount yoke and frame mounting bracket before replacing the cab-side cab mount bolts that required the cab to be raised.



**Figure 4 – Cab Raised Position**



**Figure 5 – Turbo-Side Bolts Accessible**

6. After replacement of the cab-side cab mount bolts, un-block and lower cab, re-install lower cab mount bolt (see Figure 3).
7. Reinstall the fender extensions.

8. Refer to the following figures for more information:

| <b>Removal &amp; Replacement Order per Side</b> | <b>Cab Mount Bolt Location</b> |
|---|--------------------------------|
| 1 <sup>st</sup>                                 | Lower, Inner, Rear             |
| 2 <sup>nd</sup>                                 | Lower, Inner, Forward          |
| 3 <sup>rd</sup>                                 | Lower, Outer, Rear             |
| 4 <sup>th</sup>                                 | Lower Outer, Forward           |
| 5 <sup>th</sup>                                 | Upper, Inner Rear              |
| 6 <sup>th</sup>                                 | Upper, Inner, Forward          |
| 7 <sup>th</sup>                                 | Upper, Outer, Rear             |
| 8 <sup>th</sup>                                 | Upper, Outer, Forward          |

Table 1

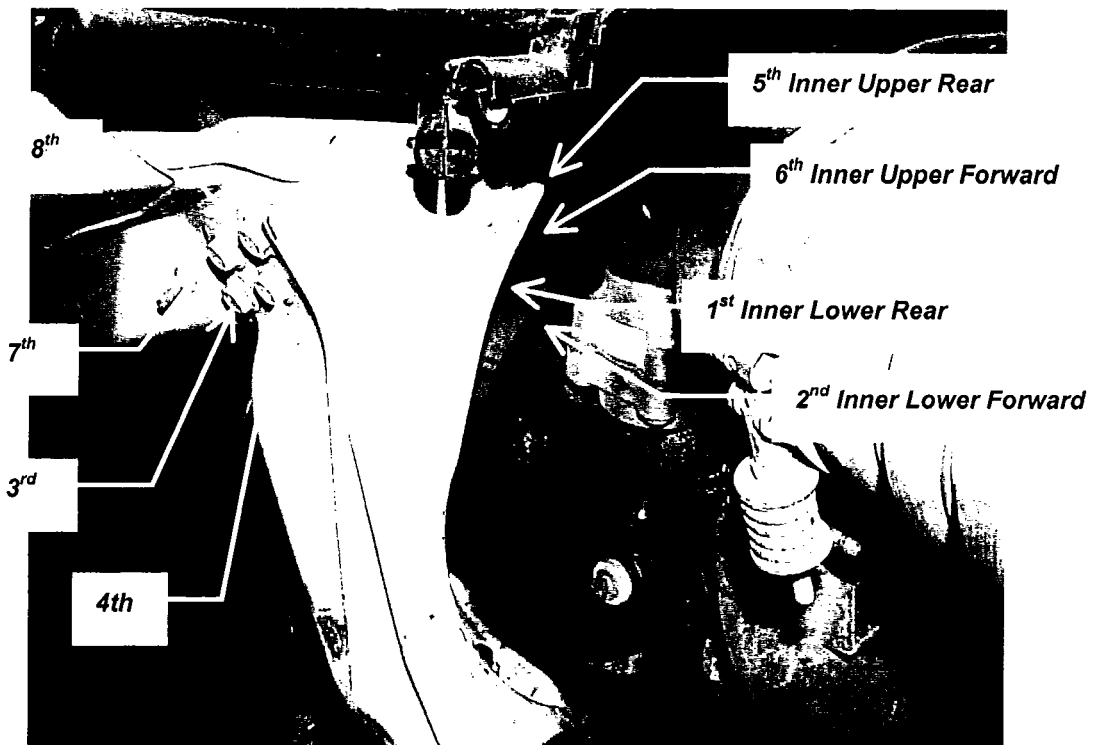
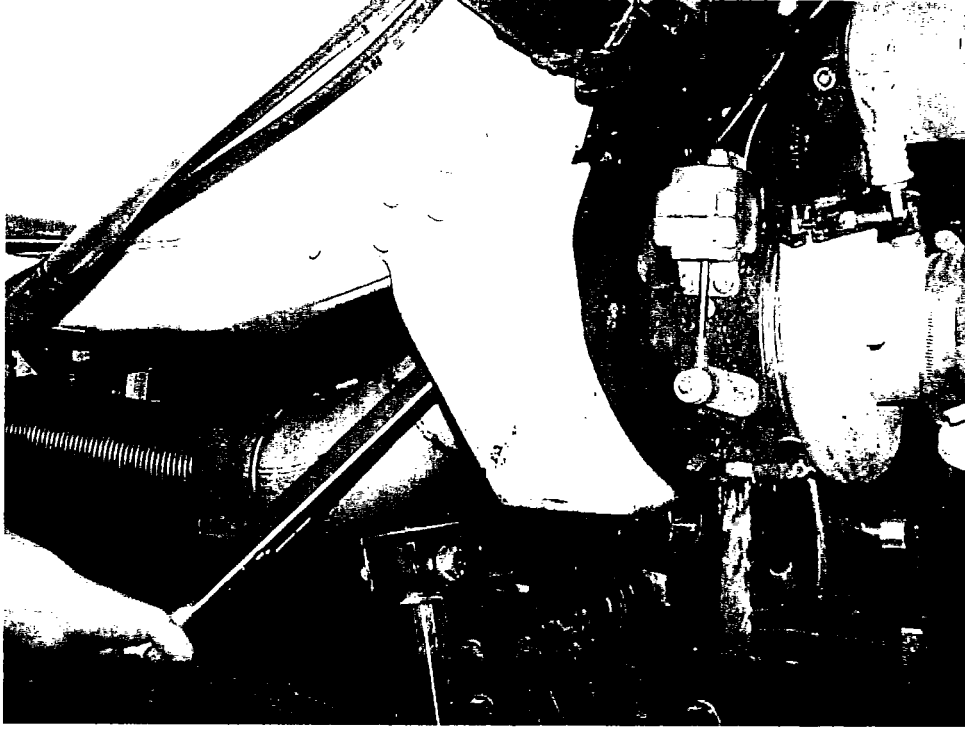
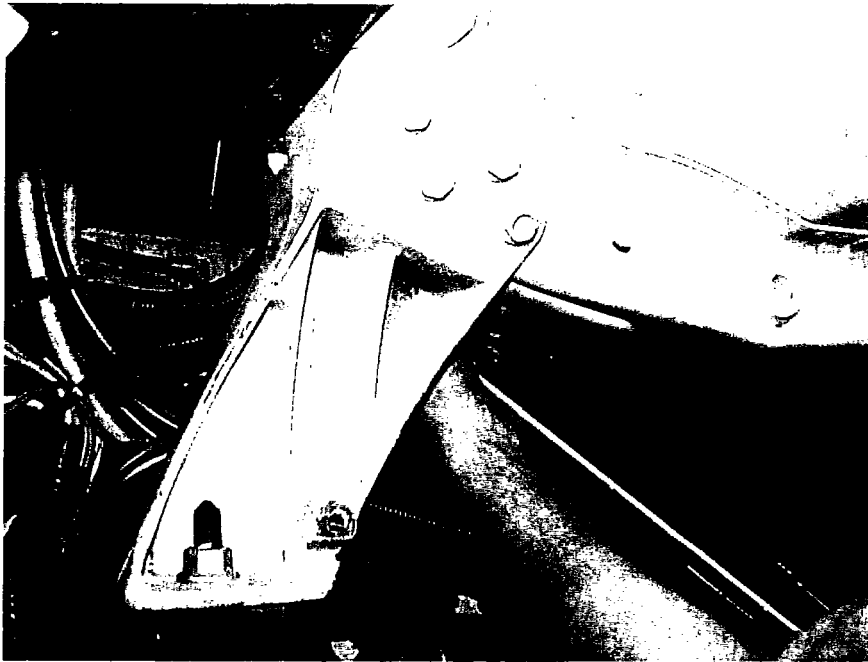


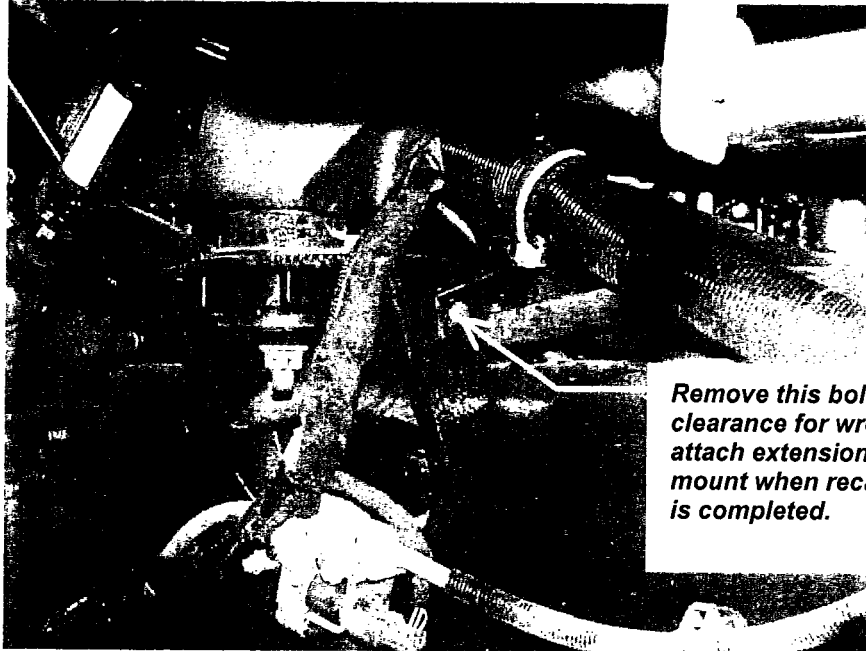
Figure 6 – Bolt Removal and Installation Pattern



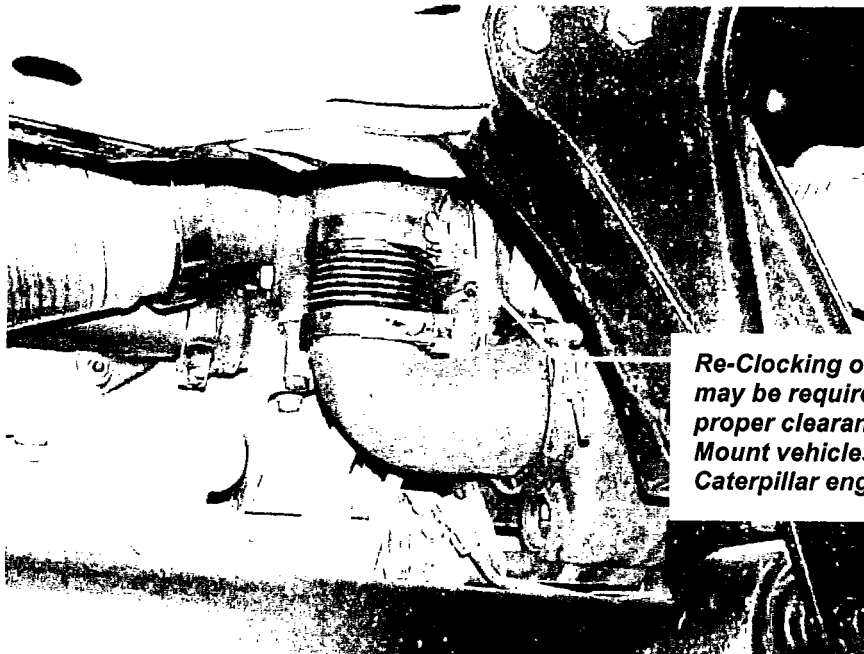
**Figure 7 – Access Inner Bolts from Under and Behind Mounts  
(Passenger Side Shown)**



**Figure 8 – Access Inner Bolts from Under and Behind Mounts  
(Driver's Side Shown)**



**Figure 9 – You may need to remove extension clip as indicated for torque wrench clearance. *This is on Mid-Mount Cabs ONLY.***



**Figure 10 – Turbo Clamp Re-Clock**

## **END OF SERVICE PROCEDURE**

## LABOR INFORMATION

| <u>Operation No.</u> | <u>Description</u>  | <u>Time</u> |
|----------------------|---|-------------|
| A40-05502-1          | <i>Perform Recall Service on all models with INTERNATIONAL Engines</i>        | 0.7 hr      |
| A40-05502-2          | <i>Perform Recall Service on 7600, 7700 and 8600 with CATERPILLAR Engines</i> | 0.9 hr      |
| A40-05502-3          | <i>Perform Recall Service on 7600 and 7700 with CUMMINS Engines</i>           | 1.1 hr      |
| A40-05502-4          | <i>Perform Recall Service on 8600 with CUMMINS Engines</i>                    | 0.8 hr      |

**EVERY VEHICLE REQUIRES THE RECALL SERVICE PROCEDURE TO BE PERFORMED.**

## 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.

## 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.

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.

### **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**