

SERVICE PROCEDURE

G-06511
February 2007

**SUBJECT: SAFETY RECALL (U.S., EXPORT)
CAB ENTRY/EGRESS GRAB HANDLE on certain
CF500 and CF600 Models built 6/2/2004 thru
7/20/2006**

DEFECT DESCRIPTION

Under normal usage, the a-pillar mounted entry/egress grab handle may loosen and possibly separate from the vehicle. This separation can occur without warning and may contribute to **personal injury**.

MODELS INVOLVED

This Safety Recall involves certain CF500 and CF600 models built 6/2/2004 thru 7/20/2006.

PARTS INFORMATION

Please read all of the information in this section before pre-ordering your parts. You may not require **all** of the parts below.

There are three (3) distinct levels of possible repair. Please see ***SERVICE PROCEDURE*** for specific details of each repair.

LEVEL 1

ALL vehicles involved in this recall require the following part:

Part Number	Part Description	Quantity
8900191R91	KIT,RECALL LCF GRAB HANDLES	1

LEVEL 2

Approximately **Half (50%)** of units that have been *delivered to users* will require the following parts:

Part Number	Part Description	Quantity
8900193R91	KIT,RECALL LCF A-PILLAR PATCH	1 per side, MAX 2 per vehicle as per <i>SERVICE PROCEDURE</i>

In order to properly install **8900193R91**, you will need to obtain the structural adhesive and application gun shown below (if necessary) *DIRECTLY* from Excelda.

This material is NOT available in International's PDC system:

Part Number	Part Description	Quantity
TA-1	MOTORCRAFT METAL BONDING ADHESIVE TA-1	1 per vehicle (1 tube will repair up to 2 cab sides)
501-040	ROTUNDA DISPENSER GUN 501-040	1 per dealer location (if necessary)

MSDS sheets and application gun information are attached to this letter. *Please review the application gun information to determine if your dealership already has an equivalent application tool before ordering.*

Please fill out the **[EXCELDA FAX ORDER FORM](#)** attached to this letter to place your order. This adhesive and application gun will be shipped to your location free of charge.

LEVEL 3

See 06511 SAFETY RECALL SUPPLEMENT for detailed instructions.

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.

Each vehicle has two (2) cab entry/egress grab handles, one (1) on the driver's side and one on the passenger's side. **The following instructions will highlight ONE side. Please REPEAT instructions for other side of vehicle.**

A-PILLAR ATTACHMENT INSPECTION

1. Remove the cab entry/egress grab handle by removing two (2) bolts.



Figure 1

2. Remove a portion of the door frame wind lace for ease in trim panel removal.



Figure 2

3. Remove the driver's side interior a-pillar trim panel. First pry out upper attachment, then lift upward to release lower attachment.

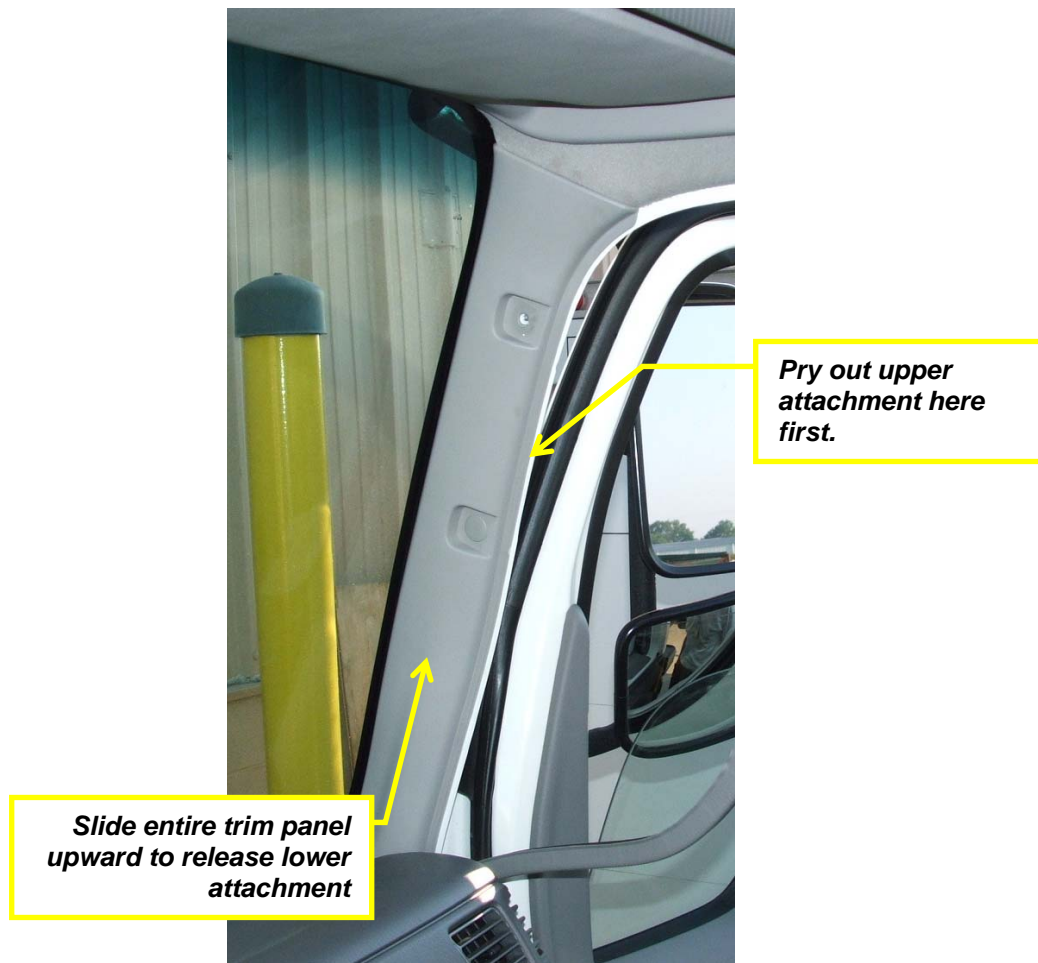


Figure 3

4. Discard removed grab handle and panel closeout.

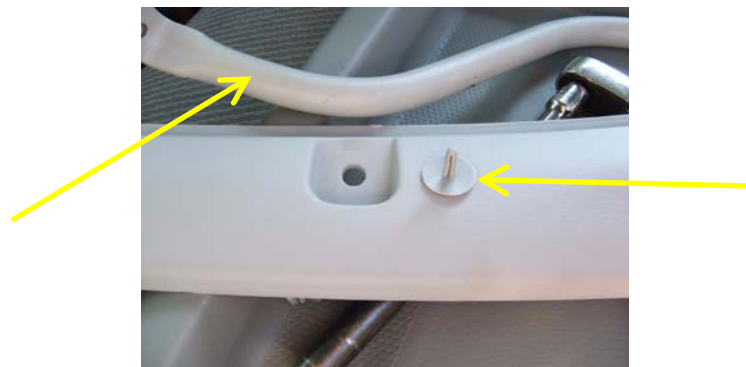


Figure 4

5. Inspect a-pillar grab handle attachment point and upper spot welds for evidence of base metal cracking, paint chipping, material distortion, etc.



Figure 5

6. If **NO** evidence of base metal cracks, or spot weld damage exist, skip to **NEW GRAB HANDLE INSTALLATION SECTION**. Use **ONLY** parts indicated under **Level 1** in the **PARTS INFORMATION** section.

*The following figures represent what International considers **NO** evidence of base metal cracking or spot weld damage:*

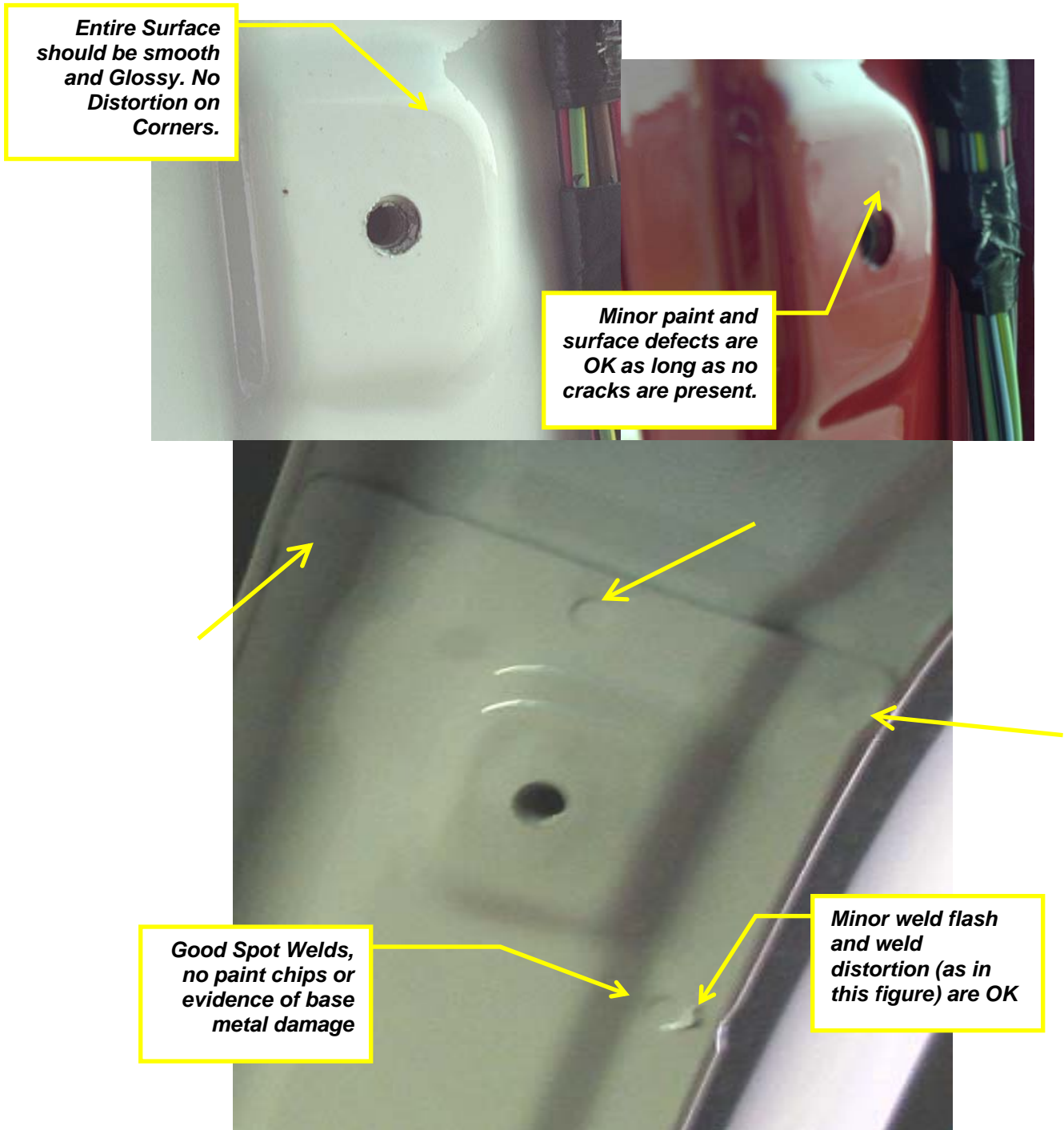
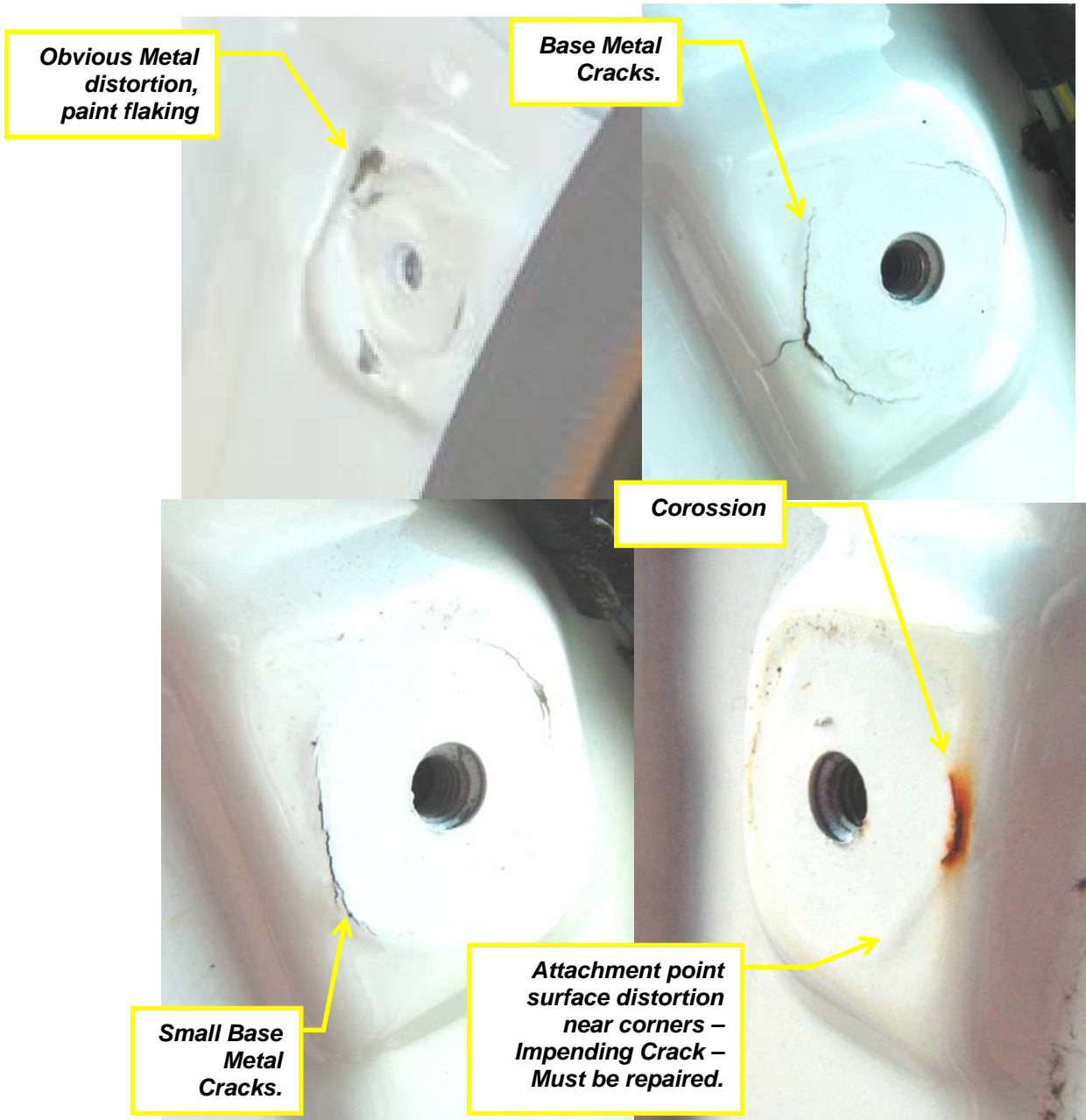


Figure 6 – Good Attachment Point Examples

7. If there is positive evidence of base metal cracks and minor damage, skip to **A-PILLAR PATCH PROCEDURE** for repair instructions.

The following figures represent what International considers evidence of base metal cracking or distortion that requires **further repair BEFORE** installing new grab handles:



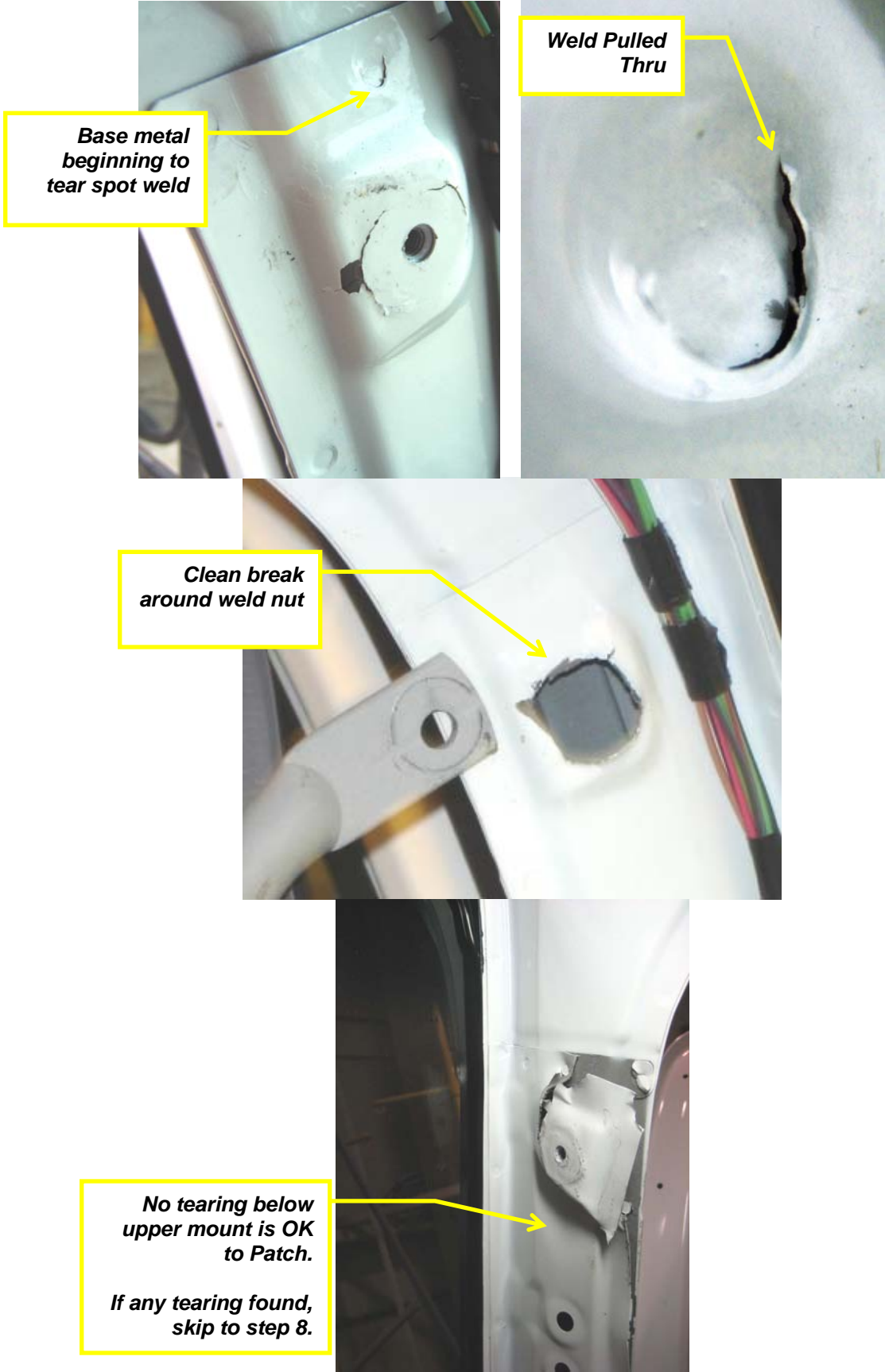


Figure 7

8. If **Severe Damage** to the a-pillar is found, contact **TECHNICAL SERVICES** for further instructions.

*The following figures represent what International considers evidence of extreme damage that requires a **complete a-pillar replacement** BEFORE installing new grab handles:*

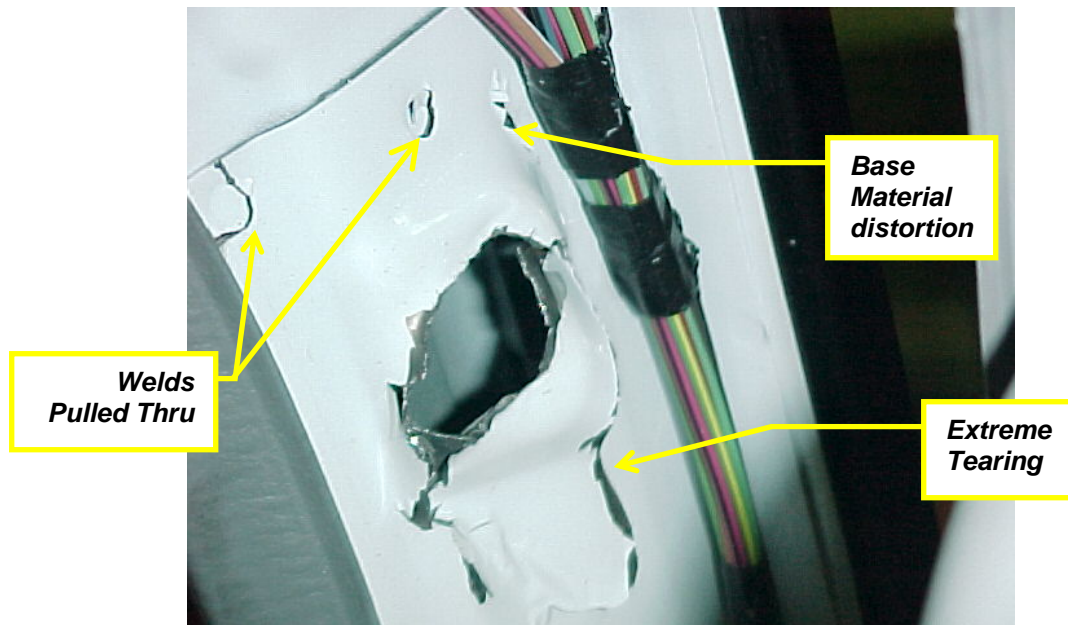


Figure 8

If there is any question regarding which level of repair is required, contact Technical Services at 1-800-366-4500 for review.

NEW GRAB HANDLE INSTALLATION (Level 1)

1. Ensure you have the necessary parts to complete this procedure. See Table 1.

Part Number	Part Description	Quantity
8900191R91	KIT,RECALL LCF GRAB HANDLES	1

Table 1 – Level 1 Repair Parts

2. Re-install both a-pillar interior trim panels. Re-attach wind lace.
3. Mount new grab handles using new hardware included in Recall Service Kit. Torque bolts to **7-9 LbF-Ft (10-11 Nm)**.

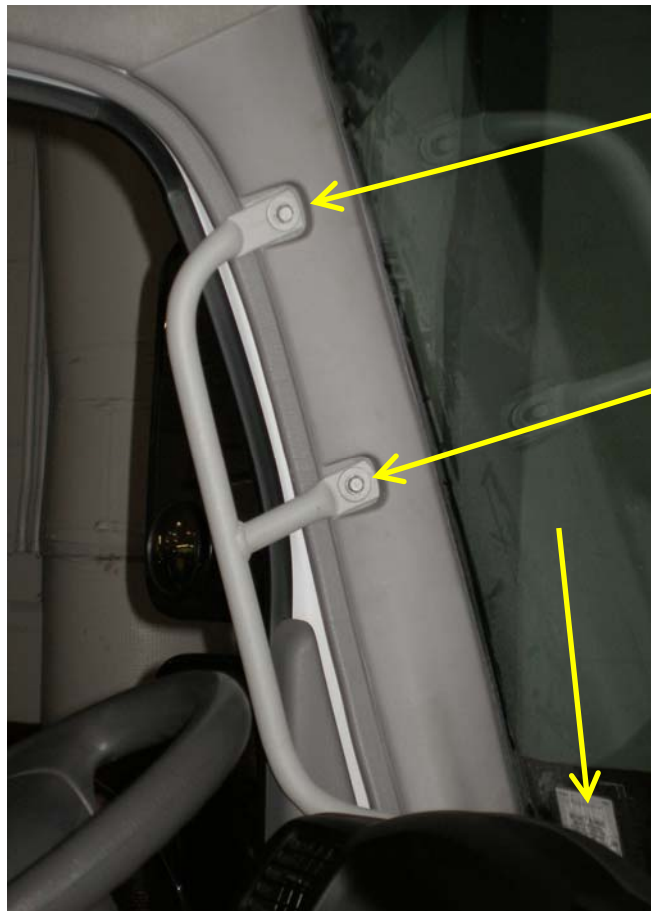


Figure 9

A-PILLAR PATCH (Level 2)

You may need to perform this procedure on both a-pillars. Refer to **A-PILLAR ATTACHMENT INSPECTION**.

1. Ensure you have the necessary parts to complete this procedure. See Table 2.

Part Number	Part Description	Quantity
8900193R91	KIT,RECALL LCF A-PILLAR PATCH	1 per side, MAX 2 per vehicle as per SERVICE PROCEDURE
TA-1	MOTORCRAFT BONDING ADHESIVE TA-1	1 per vehicle (1 tube will repair up to 2 cab sides)
501-040	ROTUNDA DISPENSER GUN 501-040	1 per dealer location (if necessary)

Table 2 – Level 2 Repair Parts

2. When performing this repair on the driver's side, first position the wiring harness on the a-pillar out of the way by disengaging the five (5) retainers and positioning the harness as far rearward as possible.

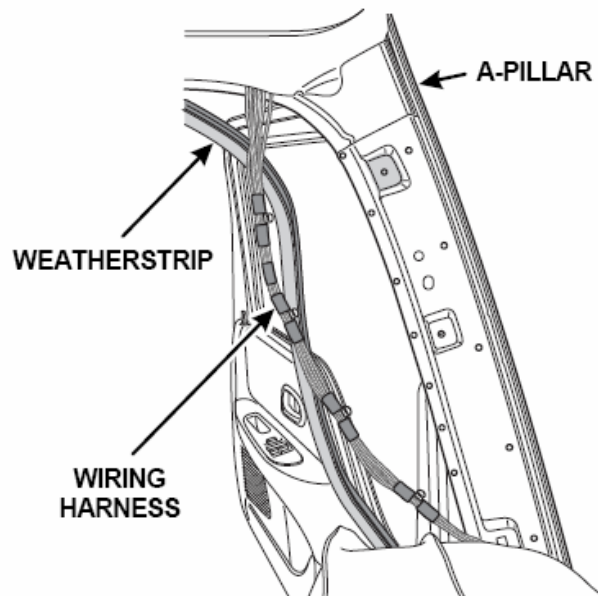


Figure 10

3. Remove the raised portion of the a-pillar where the weld nut was attached. This can be done by using a high speed cut-off wheel to remove the material, or by using a sheet metal hammer to flatten the material.

NOTE: To protect against sparks or steel filings causing damage to the interior of the vehicle, install protective covers in the following locations:

- Over the instrument panel and steering wheel
- Seat cushions
- Area of windshield directly ahead of the a-pillar
- Headliner. *Do not use adhesive tape directly onto the headliner.*

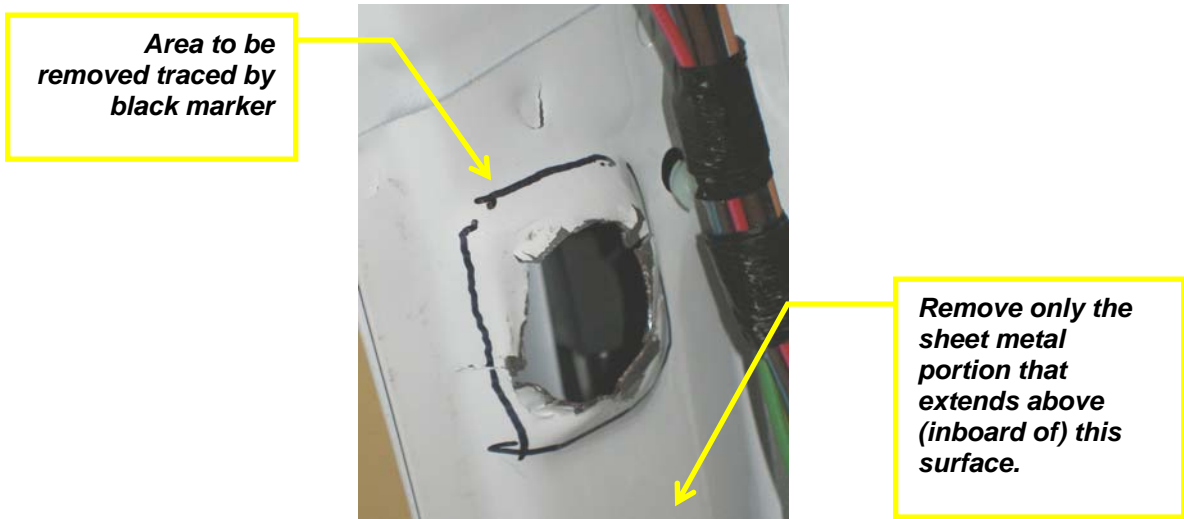


Figure 11a

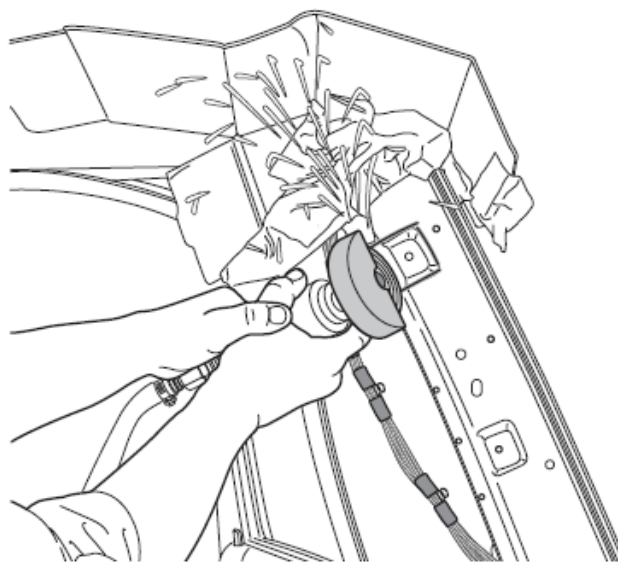


Figure 11b

- Loosely attach **new grab handle** to patch, center mount and lower mount.

NOTE: Ensure grab handle's center mount is as far forward (toward the windshield) as possible before tightening

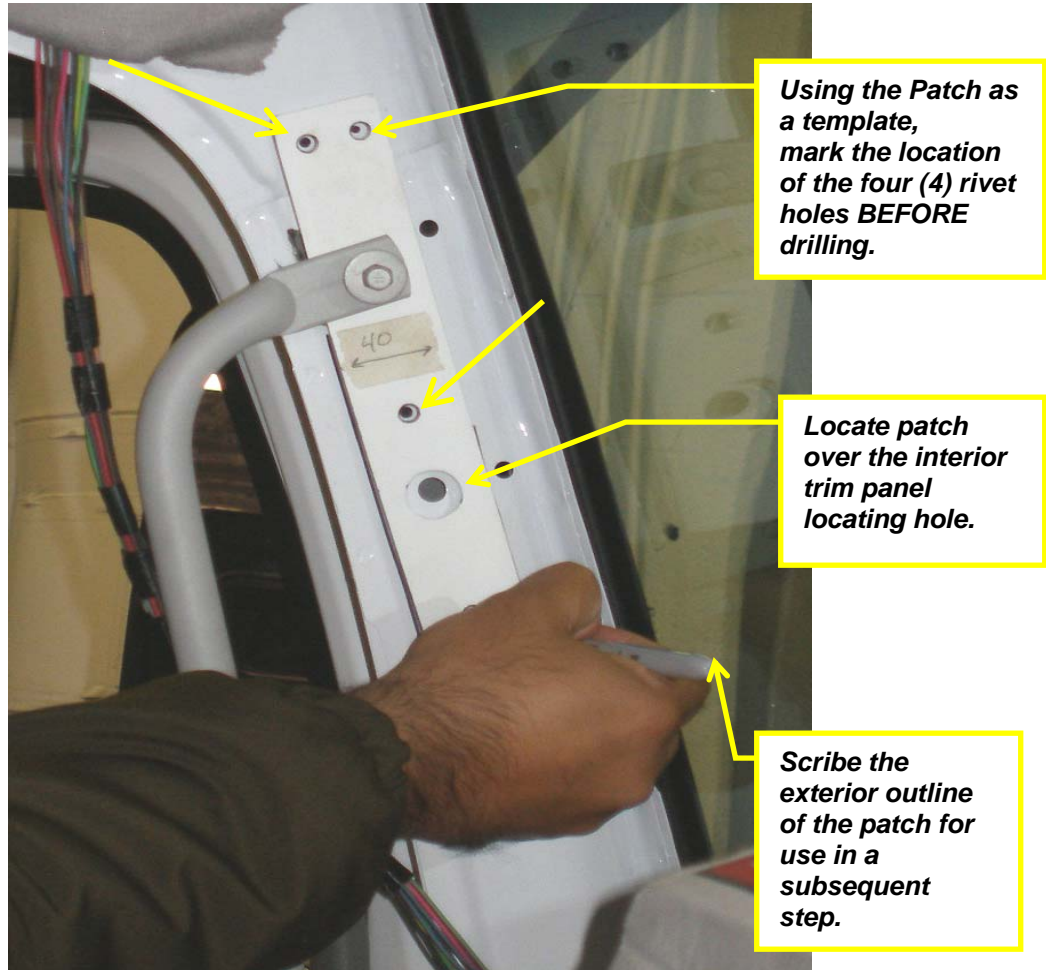


Figure 12

- After rivet holes and patch outline are marked on the a-pillar, remove new handle from cab and patch.

6. Using a ¼" diameter drill bit, drill holes as marked and check rivet fit by pre-installing the patch.

NOTE: Patch and rivets should be able to be installed easily to minimize potential workability problems with the metal bonding adhesive.



Figure 13

7. Once patch and rivets can be installed easily, remove patch and rivets.

- Using an angle grinder with a sanding wheel, clean the paint and primer from the surface of the a-pillar.

CAUTION: To avoid possible structural rigidity problems, ONLY REMOVE PAINT COATING FROM A-PILLAR. DO NOT REMOVE ANY BASE METAL.

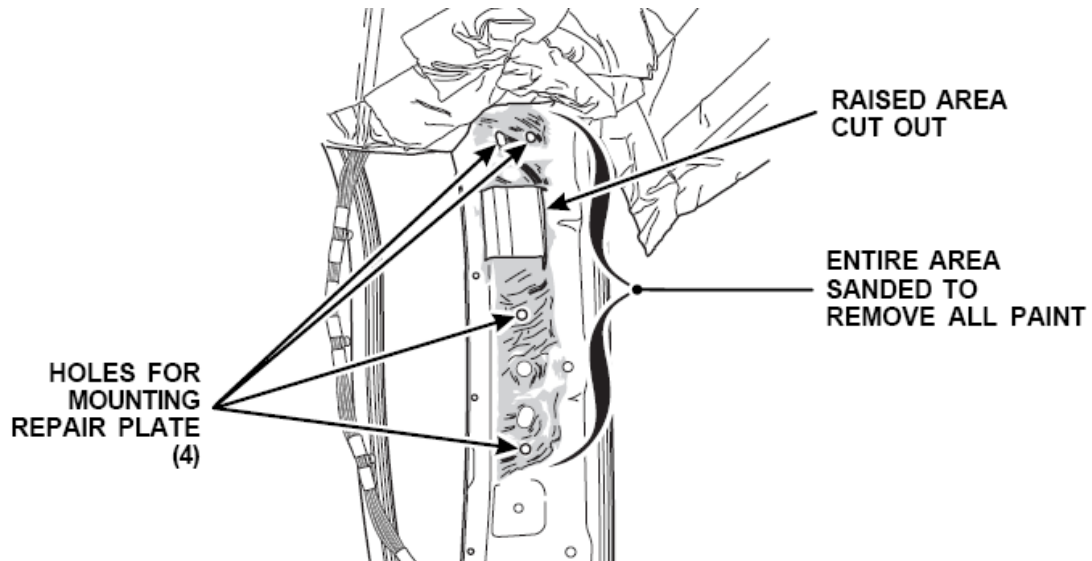


Figure 14

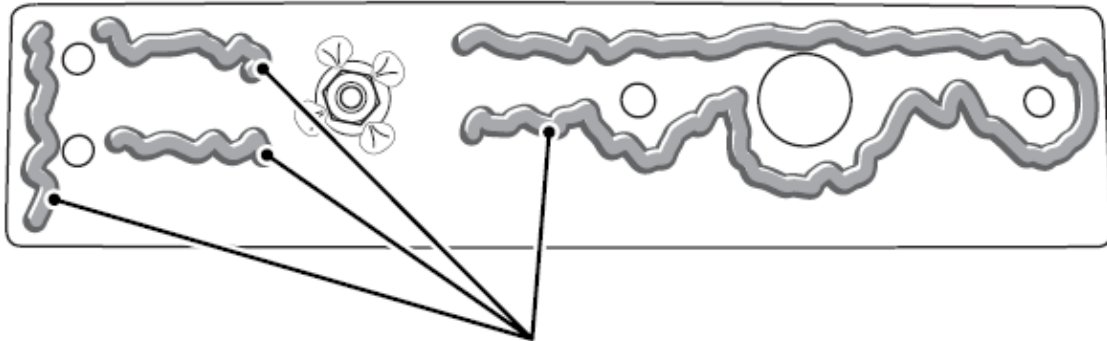
- Using the sanding disc, clean the mating surface of the patch (side with weld nut).

NOTE: The a-pillar and mating surface of repair patch must be free of all paint, dirt, solvents and oil.

- Prepare the tube of Motorcraft Metal Bonding Adhesive TA-1 as follows:

- Be sure the 2:1 plunger is installed in the Rotunda Dispenser Gun 501-040.
- Remove the protective cover off the back of the TA-1 cartridge, insert the cartridge into the dispenser gun and lock the enclosure.
- Cut the tip of the mixing tube down to the **second** largest ring.
- Remove the cap from the cartridge and install a mixing tip.
- Dispense a **2"-3"** (50-75 mm) long bead of adhesive onto a piece of scrap cardboard to ensure the product is properly mixed.

11. Apply the adhesive to the back of the patch in $\frac{1}{4}$ " (6mm) beads.



APPLY 6 mm (1/4 in) BEAD OF
TA-1 ADHESIVE TO PLATE AS SHOWN

Figure 15

12. Position the patch onto the a-pillar and secure with the rivets.

NOTE: Small amounts of adhesive squeezed out from under the plate should be left to dry. Remove only excessive amounts that may drip or contact the trip panel or wiring harness after the rivets are set.

13. Reattach the wiring harness (driver's side only).

14. Install new grab handles as per **NEW GRAB HANDLE INSTALLATION** procedure.

END OF SERVICE PROCEDURE

LABOR INFORMATION

<u>Operation No.</u>	<u>Description</u>	<u>Time</u>
A40-06511-1	<i>Inspect, R&R Grab Handle, no Patch</i>	0.5 hr
A40-06511-2	<i>ADD ON, for one (1) Patch Installation</i>	0.4 hr
A40-06511-3	<i>ADD ON, for two (2) Patch Installations</i>	0.8 hr

All vehicles require the Labor Op -1. Add on other labor operation as necessary.

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.

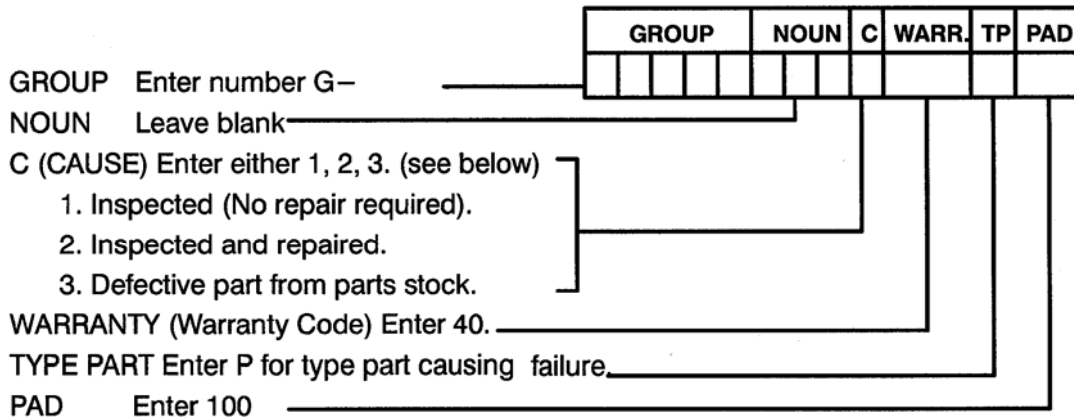
To avoid having to replace an owner vehicle or refund the purchase price, every effort must be made to promptly schedule an appointment with each owner to repair his or her vehicle as soon as possible.

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:



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