

Navistar International
Transportation Corp.

3033 Wayne Trace
PO Box 10088
Fort Wayne IN 46860-0088

RECEIVED

93 APR 26 AM 9:41

OFFICE
DEFECTS INVESTIGATION



April 12, 1999

Associate Administrator for Enforcement
National Highway Traffic Safety Administration
400 Seventh Street S.W.
Washington, D.C. 20590

**Subject: Navistar Safety Recall No. 99503
DOT No. 99V-014.002**

Gentlemen:

Customer notification date is 04/12/99

Also, please find enclosed:

- three (3) copies of Dealer Service Letter
- three (3) copies of Customer Notification Letter
- three (3) copies of Authorization for Recall Service card

Respectfully,

NAVISTAR INTERNATIONAL
TRANSPORTATION CORP.

A handwritten signature in cursive script that reads "R. L. Van Laar".

R. L. Van Laar
Compliance Manager

Enclosures

Certified Mail # Z 276 409 858
cc: J. A. Gaylord - NTEC

NAVISTAR



INTERNATIONAL[®] VEHICLE RECALL

G-99503

April, 1999

SUBJECT: VEHICLE RECALL (U.S., EXPORT)
Inner Wheel Bearings on 16,000, 18,000,
20,000 or 22,000 pound steer axles

DEFECT DESCRIPTION

The inner wheel bearing cone on the front steer axle may not seat properly against the wheel seal flange of the steering knuckle. An improper fit increases the stress level on the knuckle spindle, and over a long period of time could cause a fatigue failure of the spindle. A failure of the front steer axle spindle could result in loss of steering control and cause a vehicular accident without warning which could result in personal injury, property damage, or both.

Improper seating of the bearing may also cause the bearing to move resulting in excessive bearing endplay, which could result in premature bearing wear.

MODELS INVOLVED

2500, 2600, 4700, 4900, 5000, 8100, 9200, 9300, and 9400 models built from 3/1/98 through 10/16/98 with 16,000, 18,000, 20,000 or 22,000 pound rated capacity steer axles.

OWNER NOTIFICATION

Navistar will notify owners of this campaign on their vehicles. A copy of the owner letter is attached. A listing of owner names and addresses has been furnished to the involved dealers to enable dealers to follow up with owners to have the vehicles corrected. You must limit the use of this listing to this campaign since 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.

SERVICE PROCEDURE

Note: Etched 120° apart on the face of the inner wheel bearing cone is the manufacturer name, part number 6461A, and the manufacturing date code. The wheel bearings that may not fit the spindle properly are identified with date codes C N 7, D N 7, E N 7, F N 7, H N 7, AND J N 7. Any bearings purchased in the after market should be checked for the above codes. Bearings with these codes should not be used.



Bearing Not Seated



Bearing Seated

SERVICE PROCEDURE (continued)

Reference CTS-5135S for removal and replacement of wheel bearings and wheel seals.

1. Remove front steer axle left and right hub and tire as an assembly. It may be necessary to use a gear puller to assist removal. (gear puller cap screws should be installed in hub cap holes). After removing hub and tire assembly, if inboard bearing is seized to spindle with oil seal, proceed to steps 2 through 9. If bearing and seal come off with hub, proceed to step 11.
2. Use two crow foot pry bars to remove the seized bearing from the spindle. Be careful not to damage the spindle with the pry bars. Discard removed bearing and wheel seal.
3. Clean spindle including seal running surface with cleaning solvent on a cloth.
4. Examine spindle for signs of unusual wear under the inner bearing at the radius point of contact. Use emery cloth to sand any imperfections observed.
5. Inspect inboard bearing cup in hub for signs of damage or unusual wear. If any signs of abnormal wear or damage are observed, remove and replace inner bearing cup.
6. Mount new inboard bearing cone assembly onto the spindle and insure bearing seats against spindle shoulder (wheel seal flange) without any gap. (Coating the bearing and spindle with oil will make it easier to slide bearing on spindle).
7. Remove bearing from spindle and insert into hub. If bearings are grease lubricated, pack the bearing with wheel bearing grease before inserting into hub.
8. Install new wheel seal into hub.
9. Clean all grease or oil from brake drum and lining.

SERVICE PROCEDURE (continued)

10. Mount hub and tire assembly to spindle. Be sure wheel cavity lube is replenished and bearing endplay is set to specified tolerance referencing CTS-5136S Service Manual Section.

Steps 11 through 21 are to be used if the inboard bearing cone and wheel seal come off with the hub and tire assembly.

11. Clean Spindle including seal running surface with cleaning solvent on a cloth.
12. Examine spindle for signs of unusual wear under the inner bearing at the radius point of contact. Use emery cloth to sand any imperfections observed.
13. Remove oil seal from hub and discard.
14. Remove and clean inboard bearing cone assembly.
15. Mount the original inboard bearing cone assembly onto the spindle and insure bearing seats against spindle shoulder (wheel seal flange) without any gap. (Coating the bearing and spindle with oil will make it easier to slide bearing on spindle). If the bearing cone seats properly without any gap, skip to Item 18. If the original bearing cone does not seat properly, remove and discard it.
16. Inspect inboard bearing cup in hub for signs of damage or unusual wear. If any signs of abnormal wear or damage are observed, remove and replace inner bearing cup.
17. Mount new inboard bearing cone assembly onto the spindle and insure bearing seats against spindle shoulder without any gap.
18. Remove bearing from spindle and insert into hub. . If bearings are greased lubricated, pack the bearing with wheel bearing grease before inserting into hub.
19. Install new wheel seal into hub.
20. Clean all grease or oil from brake drum and lining.
21. Mount hub and tire assembly to spindle. Be sure wheel cavity lube is replenished and bearing endplay is set to specified tolerance referencing CTS-5136S Service Manual Section.

All removed parts should be destroyed locally.

PARTS INFORMATION

Part No.	Description	Quantity
250704C91	Wheel Bearing Cone, Front Inner	2
794408C91	Wheel Seal, (Standard)	2
388249C1	Gasket, Hub Cap	2
Per Lineset code 29XXX	Wheel Seal, (Optional)	2

LABOR INFORMATION

Operation No.	Description	Time
A40-99503-1	Remove & Install two Wheel Bearings, two Wheel Seals and two Hub Cap Gaskets	2.0 Hr

CAMPAIGN IDENTIFICATION LABEL

Each vehicle corrected in accordance with Campaign G-99503 will require a CTS-1075 Campaign Identification Label.

Attach the CTS-1075 label 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, transfer location or customer must be notified 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.

In order to avoid having to replace an owner's vehicle or refund the purchase price, every effort must be made to promptly schedule an appointment with each owner to repair their 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
99503		2	40	P	100

GROUP Enter Recall Number 99503

NOUN Leave Blank.

C (CAUSE) Enter either 1, 2, or 3.

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, 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 Safety Recall G-99503. 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.

Distribution: All Dealers

Reproduction: Not Required

Navistar International
Transportation Corp.

465 North Cityfront Plaza Drive
Chicago Illinois 60611
Telephone 312 836-2000

NAVISTAR.

SAFETY RECALL 99503

April, 1999

Dear International Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Navistar International Transportation Corp. has determined that a defect related to motor vehicle safety exists with the inner wheel bearings on the front steer axle of your vehicle.

The defect exists on 2500, 2600, 4700, 4900, 5000, 8100, 9200, 9300 and 9400 vehicle models equipped with a 16000, 18,000, 20,000 or 22,000 pound rated capacity front steer axle. The vehicles were built from 3/1/98 through 10/16/98.

REASON FOR THIS RECALL

If you are the owner, this is to notify you that the inner wheel bearings on the front steer axle on your vehicle can have a defect, which if not corrected, could result in possible failure of the steer axle knuckle spindle. The failure of a steer axle knuckle spindle could result in loss of steering control and cause a vehicular accident without warning which could result in personal injury, property damage, or both.

ACTION YOU SHOULD TAKE

Navistar estimates that dealers will have parts to correct vehicles with this defect by April 5, 1999. After that date, you are requested to contact your international dealer for an appointment to bring your vehicle, along with the enclosed card, to your dealer to remedy the defect. The remedy will be to inspect and replace any defective parts of the front steer axle inner wheel bearing assemblies and axle spindles. The repair will require approximately 2.0 hours of repair time.

IMPORTANT - PLEASE NOTE

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. In the event you no longer own the vehicle described on the card, please 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 that you will not be contacted again regarding this recall.

(OVER PLEASE)

IF YOU NEED ASSISTANCE

If you take your vehicle to your International dealer on a mutually agreed upon service date, and he 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, DC, 20590, or call the toll-free Auto Safety Hot Line at 1-800-424-9393 (Washington, DC area residents may call 388-0123) if your dealer or International fails or is unable to remedy this condition without charge or within a reasonable time.

We request your prompt attention to correction of this defect and apologize for any inconvenience it may cause you.

NAVISTAR INTERNATIONAL TRANSPORTATION CORP.



INTERNATIONAL

from NAVSTAR

VEHICLE RECALL

SPECIAL

G 99503

PARTS ORDER TO NAVISTAR INTERNATIONAL CORPORATION	ORDER DATE	ORDER NO.
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CHARGE AND SHIP TO	PAGE	PAGES
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SHIP TO IF DIFFERENT THAN ABOVE	WRITE YOUR ORDER INSIDE HEAVY RULES
TYPE OF PARTS ORDER	

<input type="checkbox"/> REG	<input type="checkbox"/> USE TPO	<input type="checkbox"/> VERIFIED ORDER	SHIP VIA	SPECIAL DEMAND SPECIAL HOLD CODE
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QTY	PART NUMBER	DESCRIPTION	REN LOCATION	COL. 05	COL. 07
1	250704C91	WHEEL BEARING CONS, FRONT INNER			
2	794408C91	WHEEL SEAL, STANDARD			
3	388249C1	GASKET, HUB CAP			
4					
5					
6					
7					
8					
9					
10					

SIGNATURE	PWT. PNL.	SHIP-TO CODE	ORDER NUMBER
	23	24 27 28	25

MSL TYPE	ORDER CODE	CUSTOMER ORDER NUMBER	SHIP VIA	DATE RECEIVED
3	03	10 11		18 19 22
4				

LINE ITEM	SPEC. HOLD. CODE	PDC IDENT. CODES	RECEIPT-ORDER CODE
34	38 39 40	A1 42	43 44

	PUNCH	HEADER	DETAILS
SPECIAL DEMAND	(12)	30	
MILITARY ORDER	(11)	30	
INCREASED (1 FOR 1) ITEM	1	31	
NON-SERVICE ITEM	1	31	
NO BACK ORDER	(12)	39	37
RECEIPT-ORDER TRANS.	(11)	39	
NO BACK ORDER OVERSIDE	1	39	
NO SUBSTITUTION	1	39	37
CERTICAL ITEM	(10)		37
PRICE FACTOR	0-3		37
VERIFIED ITEM	(11)		37
PLACE ON BACK ORDER	1		37

ORIGINAL — SEND THIS COPY TO THE INTERNATIONAL PDC SERVING YOU.

Navistar International
Transportation Corp.

455 North Cityfront Plaza Drive
Chicago Illinois 60611
Telephone 312 836-2000

NAVISTAR.

SAFETY RECALL 99503

April, 1999

Dear International Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Navistar International Transportation Corp. has determined that a defect related to motor vehicle safety exists with the inner wheel bearings on the front steer axle of your vehicle.

The defect exists on 2500, 2600, 4700, 4900, 5000, 5100, 9200, 9300 and 9400 vehicle models equipped with a 16000, 18,000, 20,000 or 22,000 pound rated capacity front steer axle. The vehicles were built from 3/1/98 through 10/16/98.

REASON FOR THIS RECALL

If you are the owner, this is to notify you that the inner wheel bearings on the front steer axle on your vehicle can have a defect, which if not corrected, could result in possible failure of the steer axle knuckle spindle. The failure of a steer axle knuckle spindle could result in loss of steering control and cause a vehicular accident without warning which could result in personal injury, property damage, or both.

ACTION YOU SHOULD TAKE

Navistar estimates that dealers will have parts to correct vehicles with this defect by April 5, 1999. After that date, you are requested to contact your International dealer for an appointment to bring your vehicle, along with the enclosed card, to your dealer to remedy the defect. The remedy will be to inspect and replace any defective parts of the front steer axle inner wheel bearing assemblies and axle spindles. The repair will require approximately 2.0 hours of repair time.

IMPORTANT - PLEASE NOTE

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. In the event you no longer own the vehicle described on the card, please 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 that you will not be contacted again regarding this recall.

(OVER PLEASE)

IF YOU NEED ASSISTANCE

If you take your vehicle to your international dealer on a mutually agreed upon service date, and he 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 1-800-448-7625. You may also wish to submit a complaint to the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street, S.W., Washington, DC, 20590, or call the toll-free Auto Safety Hot Line at 1-800-424-9393 (Washington, DC area residents may call 366-0123) if your dealer or International fails or is unable to remedy this condition without charge or within a reasonable time.

We request your prompt attention to correction of this defect and apologize for any inconvenience it may cause you.

NAVISTAR INTERNATIONAL TRANSPORTATION CORP.



INTERNATIONAL AUTHORIZATION FOR RECALL SERVICE

MODEL NAME	VEHICLE IDENTIFICATION NUMBER (VIN)	TRM	DEALER CODE	CAMPAIGN NO.

VEHICLE OWNER -

Please take the vehicle described above and this card to the selling International dealer for service described in the accompanying letter. The dealer has been provided instructions for repairing the vehicle. If the location of the selling dealer is not convenient for you, please contact your nearest International dealer.

CHANGE OF OWNERSHIP - Vehicle sold to:

NAME _____

STREET _____

CITY _____ STATE _____ ZIP CODE _____

VEHICLE OWNER - Please Note
Please check one of the following blocks concerning this Vehicle and drop card in mail.

- 1 Vehicle inspected - no corrections necessary
- 2 Vehicle Corrections completed.
- 3 Vehicle Sold or Transferred.
(Please complete CHANGE OF OWNERSHIP block)
- 4 Service not desired on this vehicle.
Reason: _____
- 5 Vehicle scrapped (junked). Will not return to public streets or highways.
- 6 Vehicle stolen (Whereabouts unknown).
- 7 Vehicle exported from U.S. to another country.
(Please complete CHANGE OF OWNERSHIP block.)

SIGNATURE _____

DATE _____



BUSINESS REPLY MAIL

FIRST CLASS MAIL PERMIT NO 228 PALATINE IL

POSTAGE WILL BE PAID BY ADDRESSEE

NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES



NAVISTAR INTERNATIONAL
TRANSPORTATION CORP.
PO BOX 907
PALATINE IL 60078-9988





99V-014.002 R

VEHICLE RECALL

G-99503 SECOND Notice

February, 2001

ATTENTION: SERVICE MANAGER
PLEASE COMMUNICATE THE FOLLOWING INFORMATION
TO YOUR TEAM

SUBJECT: VEHICLE RECALL (U.S., EXPORT)
Inner Wheel Bearings on 16,000, 18,000, 20,000 and
22,000 pound steer axles.

REASON FOR THIS SECOND NOTICE: International Truck and Engine Corporation has issued this SECOND Notice to customers and dealers to improve completion rates for this campaign. Customers that have not had their vehicle repaired for this Safety Recall as of January 2001 will be receiving the attached notification letter in February 2001. Please refer to service letter G-99503 dated April 1999, for Parts, Labor, Warranty and detailed information regarding this recall.

MODELS INVOLVED

2500, 2600, 4700, 4900, 5000, 8100, 9200, 9300, and 9400 models built from 3/1/98 through 10/16/98 with 16,000, 18,000, 20,000 or 22,000 pound rated capacity steer axles.

THINGS YOU SHOULD DO

All dealers can help improve the completion rates for Safety Recalls and Authorized Field Changes by following the guidelines below.

1. Check every vehicle that comes in for service for uncompleted Safety Recalls and Authorized Field Changes.
2. Make arrangements to have uncompleted Safety Recalls and Authorized Field changes performed before the vehicle leaves your facility.
3. Verify the owner's mailing address and phone number and make all necessary updates to your records before the customer leaves your facility.
4. Selling Dealers are to contact their customers who have not had required Safety Recalls performed on their vehicles and track completion rates by using the green bar reports (VIN list) provided with each campaign.

Distribution: All dealers.

INTERNATIONAL TRUCK AND ENGINE CORPORATION



INTERNATIONAL TRUCK AND ENGINE CORPORATION

488 NORTH CITYFRONT PLAZA DRIVE, CHICAGO, IL 60611

TELEPHONE 312-838-2808

TRUCK GROUP

SAFETY RECALL 98503

SECOND NOTICE

February 2001

Dear International Customer:

REASON FOR THIS RECALL

WARNING! - IF THE REQUIRED SERVICE PROCEDURE IS NOT PERFORMED, THE FRONT WHEELS COULD FALL OFF OF YOUR VEHICLE, WITHOUT WARNING, AND UNDER NORMAL DRIVING CONDITIONS. THE SEPARATION OF A WHEEL FROM THE FRONT STEER AXLE WOULD RESULT IN LOSS OF STEERING CONTROL AND COULD CAUSE A VEHICULAR ACCIDENT RESULTING IN PERSONAL INJURY, PROPERTY DAMAGE, OR DEATH.

International Truck and Engine Corporation has determined that a defect related to motor vehicle safety could exist in the front steer axle inner wheel bearings on your vehicle. Your vehicle may be involved in an accident, which could result in property damage, personal injury, or death, if the required service procedure is not performed to complete this Safety Recall.

This is the second notice sent out, in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act, to inform owners of this defect. The defect exists on 2500, 2800, 4700, 4900, 5000, 8100, 9200, 9300 and 9400 vehicle models equipped with a 16,000, 18,000, 20,000 or 22,000 pound rated capacity front steer axle. The vehicles were built from 3/1/98 through 10/18/98. The first notice was mailed out in April of 1999. According to our records, as of January 2001, you are the owner of the vehicle on the enclosed card and the Safety Recall service procedure has not been completed yet. **ALL VEHICLES IN THIS RECALL MUST BE INSPECTED.** If you are not the owner, we need your help finding the current owner; please help us notify the owner by answering paragraph 4 under "**ACTION YOU SHOULD TAKE.**"

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 respond to paragraph 4 below.
2. Please contact your local International dealer to schedule an appointment and have the service procedure completed. Be prepared to read your vehicle identification number off of your campaign card, provided with your notification letter, when you call to schedule an appointment. The remedy will be to inspect all vehicles and replace defective front inner wheel bearings. The repair service will take approximately one hour to complete. **ALL VEHICLES IN THIS CAMPAIGN MUST BE INSPECTED.**
3. 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.
4. In the event you no longer 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 that we can contact the current 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 he 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 urge your prompt attention to the correction of this safety defect and apologize for any inconvenience this may cause you.

INTERNATIONAL TRUCK AND ENGINE CORPORATION

99V-014.002



INTERNATIONAL[®] VEHICLE RECALL

G-99503
April, 1999

SUBJECT: VEHICLE RECALL (U.S., EXPORT)
Inner Wheel Bearings on 16,000, 18,000,
20,000 or 22,000 pound steer axles

DEFECT DESCRIPTION

The inner wheel bearing cone on the front steer axle may not seat properly against the wheel seal flange of the steering knuckle. An improper fit increases the stress level on the knuckle spindle, and over a long period of time could cause a fatigue failure of the spindle. A failure of the front steer axle spindle could result in loss of steering control and cause a vehicular accident without warning which could result in personal injury, property damage, or both.

Improper seating of the bearing may also cause the bearing to move resulting in excessive bearing endplay, which could result in premature bearing wear.

MODELS INVOLVED

2500, 2600, 4700, 4900, 5000, 8100, 9200, 9300, and 9400 models built from 3/1/98 through 10/16/98 with 16,000, 18,000, 20,000 or 22,000 pound rated capacity steer axles.

OWNER NOTIFICATION

Navistar will notify owners of this campaign on their vehicles. A copy of the owner letter is attached. A listing of owner names and addresses has been furnished to the involved dealers to enable dealers to follow up with owners to have the vehicles corrected. You must limit the use of this listing to this campaign since 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.

SERVICE PROCEDURE

Note: Etched 120° apart on the face of the inner wheel bearing cone is the manufacturer name, part number 6451A, and the manufacturing date code. The wheel bearings that may not fit the spindle properly are identified with date codes C N 7, D N 7, E N 7, F N 7, H N 7, AND J N 7. Any bearings purchased in the after market should be checked for the above codes. Bearings with these codes should not be used.



Bearing Not Seated



Bearing Seated

SERVICE PROCEDURE (continued)

Reference CTS-51368 for removal and replacement of wheel bearings and wheel seals.

1. Remove front steer axle left and right hub and tire as an assembly. It may be necessary to use a gear puller to assist removal. (gear puller cap screws should be installed in hub cap holes). After removing hub and tire assembly, if inboard bearing is seized to spindle with oil seal, proceed to steps 2 through 9. If bearing and seal come off with hub, proceed to step 11.
2. Use two crow foot pry bars to remove the seized bearing from the spindle. Be careful not to damage the spindle with the pry bars. Discard removed bearing and wheel seal.
3. Clean spindle including seal running surface with cleaning solvent on a cloth.
4. Examine spindle for signs of unusual wear under the inner bearing at the radius point of contact. Use emery cloth to sand any imperfections observed.
5. Inspect inboard bearing cup in hub for signs of damage or unusual wear. If any signs of abnormal wear or damage are observed, remove and replace inner bearing cup.
6. Mount new inboard bearing cone assembly onto the spindle and insure bearing seats against spindle shoulder (wheel seal flange) without any gap. (Coating the bearing and spindle with oil will make it easier to slide bearing on spindle).
7. Remove bearing from spindle and insert into hub. If bearings are grease lubricated, pack the bearing with wheel bearing grease before inserting into hub.
8. Install new wheel seal into hub.
9. Clean all grease or oil from brake drum and lining.

SERVICE PROCEDURE (continued)

10. Mount hub and tire assembly to spindle. Be sure wheel cavity lube is replenished and bearing endplay is set to specified tolerance referencing CTS-5136S Service Manual Section.

Steps 11 through 21 are to be used if the inboard bearing cone and wheel seal come off with the hub and tire assembly.

11. Clean Spindle including seal running surface with cleaning solvent on a cloth.
12. Examine spindle for signs of unusual wear under the inner bearing at the radius point of contact. Use emery cloth to sand any imperfections observed.
13. Remove oil seal from hub and discard.
14. Remove and clean inboard bearing cone assembly.
15. Mount the original inboard bearing cone assembly onto the spindle and insure bearing seats against spindle shoulder (wheel seal flange) without any gap. (Coating the bearing and spindle with oil will make it easier to slide bearing on spindle). If the bearing cone seats properly without any gap, skip to item 18. If the original bearing cone does not seat properly, remove and discard it.
16. Inspect inboard bearing cup in hub for signs of damage or unusual wear. If any signs of abnormal wear or damage are observed, remove and replace inner bearing cup.
17. Mount new inboard bearing cone assembly onto the spindle and insure bearing seats against spindle shoulder without any gap.
18. Remove bearing from spindle and insert into hub. . If bearings are grease lubricated, pack the bearing with wheel bearing grease before inserting into hub.
19. Install new wheel seal into hub.
20. Clean all grease or oil from brake drum and lining.
21. Mount hub and tire assembly to spindle. Be sure wheel cavity lube is replenished and bearing endplay is set to specified tolerance referencing CTS-5136S Service Manual Section.

All removed parts should be destroyed locally.

PARTS INFORMATION

Part No.	Description	Quantity
250704C91	Wheel Bearing Cone, Front Inner	2
794408C91	Wheel Seal, (Standard)	2
388249C1	Gasket, Hub Cap	2
Per Lineset code 29XXX	Wheel Seal, (Optional)	2

LABOR INFORMATION

Operation No.	Description	Time
A40-99503-1	Remove & Install two Wheel Bearings, two Wheel Seals and two Hub Cap Gaskets	2.0 Hr

CAMPAIGN IDENTIFICATION LABEL

Each vehicle corrected in accordance with Campaign G-99503 will require a CTS-1075 Campaign Identification Label.

Attach the CTS-1075 label 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, transfer location or customer must be notified 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.

In order to avoid having to replace an owner's vehicle or refund the purchase price, every effort must be made to promptly schedule an appointment with each owner to repair their 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
99503		2	40	P	100

GROUP Enter Recall Number 99503

NOUN Leave Blank.

C (CAUSE) Enter either 1, 2, or 3.

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, 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 Safety Recall G-99503. 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.

Distribution: All Dealers
Reproduction: Not Required

Navistar International
Transportation Corp.

455 North Cityfront Plaza Drive
Chicago Illinois 60611
Telephone 312 835-2000

NAVISTAR.

SAFETY RECALL 99503

April, 1999

Dear International Customer:

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. Navistar International Transportation Corp. has determined that a defect related to motor vehicle safety exists with the inner wheel bearings on the front steer axle of your vehicle.

The defect exists on 2500, 2800, 4700, 4900, 5000, 8100, 9200, 9300 and 9400 vehicle models equipped with a 16000, 18,000, 20,000 or 22,000 pound rated capacity front steer axle. The vehicles were built from 3/1/98 through 10/16/98.

REASON FOR THIS RECALL

If you are the owner, this is to notify you that the inner wheel bearings on the front steer axle on your vehicle can have a defect, which if not corrected, could result in possible failure of the steer axle knuckle spindle. The failure of a steer axle knuckle spindle could result in loss of steering control and cause a vehicular accident without warning which could result in personal injury, property damage, or both.

ACTION YOU SHOULD TAKE

Navistar estimates that dealers will have parts to correct vehicles with this defect by April 5, 1999. After that date, you are requested to contact your International dealer for an appointment to bring your vehicle, along with the enclosed card, to your dealer to remedy the defect. The remedy will be to inspect and replace any defective parts of the front steer axle inner wheel bearing assemblies and axle spindles. The repair will require approximately 2.0 hours of repair time.

IMPORTANT - PLEASE NOTE

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. In the event you no longer own the vehicle described on the card, please 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 that you will not be contacted again regarding this recall.

(OVER PLEASE)

IF YOU NEED ASSISTANCE

If you take your vehicle to your International dealer on a mutually agreed upon service date, and he 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, DC, 20590, or call the toll-free Auto Safety Hot Line at 1-800-424-9393 (Washington, DC area residents may call 366-0123) if your dealer or International fails or is unable to remedy this condition without charge or within a reasonable time.

We request your prompt attention to correction of this defect and apologize for any inconvenience it may cause you.

NAVISTAR INTERNATIONAL TRANSPORTATION CORP.



INTERNATIONAL

from **NAVISTAR**.

VEHICLE RECALL

SPECIAL

G 99503

PARTS ORDER TO NAVISTAR INTERNATIONAL CORPORATION	ORDER DATE	ORDER NO.
	PAGE <u> </u> OF <u> </u>	

CHARGE AND SHIP TO

SHIP TO IF DIFFERENT THAN ABOVE

WRITE YOUR ORDER INSIDE HEAVY RULES

TYPE OF PARTS ORDER: REG 6000 TPO VERIFIED ORDER SHIP VIA

SPECIAL DEMAND SPECIAL HANDLING CODE

QTY	PART NUMBER	DESCRIPTION	SHIP LOCATION	COL. 06	COL. 07
1	250704C91	WHEEL BEARING CONE, FRONT INNER			
2	794408C91	WHEEL SEAL, (STANDARD)			
3	388249C1	GASKET, HUB CAP			
4					
5					
6					
7					
8					
9					
10					

SIGNATURE

PRE-REQ.	SHIP-TO CODE	ORDER NUMBER
23	24 27 28	33
1		

MIN. QTY	ORDER CODE	CUSTOMER ORDER NUMBER	SHIP VIA	DATE RECEIVED
2	3 4 5	10 11	18 19	22
3	03			
4				

LEGEND: SPECIAL HANDLING CODES

	PURCH	HEADER	DETAILS
SPECIAL DEMAND	(14)	30	
MILITARY ORDER	(11)	30	
REMOVED (1 FOR 1) ITEM	1	30	
NON-SERVICE ITEM	2	30	
NO BACK ORDER	(12)	30	07
RECEIPT-ORDER TRANS.	(11)	30	
NO BACK ORDER OVERRIDE	0	30	
NO SUBSTITUTION	1	30	07
CRITICAL ITEM	(11)		06
PRICE FACTOR	0-3		05
VERIFIED ITEM	(11)		07
PLACE ON BACK ORDER	0		07

LINK ITEM

SPECIAL HANDLING CODE

POC IDENT. CODE'S

RECEIPT-ORDER CODE

DATE RECEIVED

80

ORIGINAL — SEND THIS COPY TO THE INTERNATIONAL POC SERVING YOU.