



# VEHICLE RECALL

03V-083

G-03503

March 2003

## **SUBJECT: SAFETY RECALL (U.S., EXPORT)**

**Limiting the forward travel on the driver's seat by installing a stop-bracket on the adjuster track for 4700 models built from 12/13/94 through 9/4/98.**

### **DEFECT DESCRIPTION**

If someone outside the cab adjusts/slides the driver's seat to its most forward position, with the parking brake set, the seat will contact and release the parking brake lever. If the parking brake is accidentally released the vehicle could move unexpectedly and the vehicle could be involved in an accident, possibly resulting in property damage, personal injury, or death.

### **MODELS INVOLVED**

Only 4700 models built from 12/13/94 through 9/4/98 with Bostrom driver's seat models (910, 910SC, or 914) and with parking brake code 04036.

### **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.

## **SERVICE PROCEDURE**

**INTRODUCTION:** This procedure is for the installation of a seat stop-bracket on the driver's seat track to limit the forward travel of the seat so that the seat cannot push the parking brake lever forward and release it. The seat may still touch the parking brake lever when the lever is in the brake-set-position and the seat is all the way forward; however, the seat will not travel forward enough to release the lever.

**INSTALLING THE SEAT STOP BRACKET:** Refer to Figure 1 on the next page.

**BEFORE PERFORMING THE SERVICE PROCEDURE, PLEASE READ AND UNDERSTAND THE FOLLOWING INSTRUCTIONS COMPLETELY.**

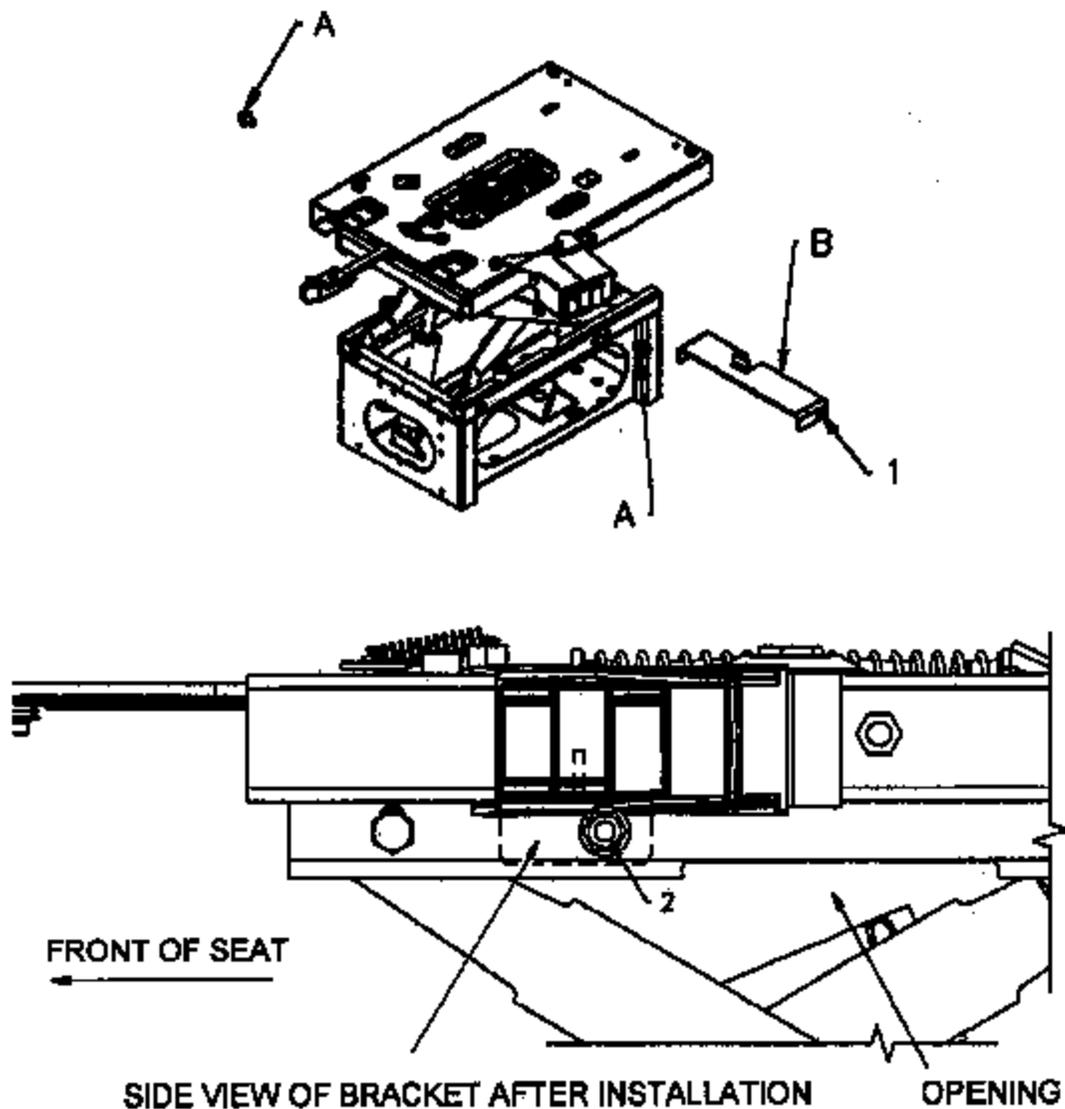
**WARNING:** To prevent serious eye injury, always wear appropriate eye protection when performing vehicle maintenance or service.

**WARNING:** Block the wheels to prevent the vehicle from moving. If a vehicle moves unexpectedly or suddenly, the result could be serious personal injury or death.

1. Park the vehicle on level ground, put the transmission in neutral, set the parking brake and shut off the engine.
2. Slide/adjust the driver's seat as far back as it will go (most rearward position).
3. Raise the seat to the highest position.
4. Insert stop-bracket "B", in the orientation as shown in Figure 1, through the opening in the top of the seat suspension.
5. Align hole "1" in the stop-bracket with hole "2" in the upper plate of the seat suspension.
6. Insert screw "A" into hole "2" but do not tighten (use a ½" socket).
7. Repeat steps 6 and 7 for the other side of the stop-bracket.
8. Tighten both screws to 20 Lb-Ft or 27 NM.

With the parking brake set, stand outside the vehicle, slide the driver's seat all the way forward and verify that the seat will stop before releasing the parking brake lever.

**Figure 1**



**Figure 1 Call-outs**

- 1 – One hole in each side/end of stop-bracket
- 2 – One existing hole in each side of upper plate of seat suspension
- A – Two screws to hold stop-bracket to upper plate of seat suspension
- B – Stop-bracket proper orientation

## **PART INFORMATION**

There is one recall kit part number that is used for this campaign (8900077R91). Each vehicle in this campaign will require only one kit.

CONTENTS for Service Kit 8900077R91		
Description	Part Number	Quantity
Stop-Bracket	3566980C1	1
Screw, 5/16" X 1/2" washer head	3566984C1	2
Instructions	2507042R1	1

## **LABOR INFORMATION**

Note: Only one labor operation should be used for vehicles in this campaign.

<u>Operation Number</u>	<u>Description</u>	<u>Time</u>
A40-03503-1	Install seat stop bracket Kit #8900077R91	0.4 Hrs

## **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 all units in your inventory that are marked for this recall. 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 the 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 a vehicle or refund the purchase price less a reasonable allowance for depreciation, every effort must be made to promptly schedule an appointment with each owner to repair his or her vehicle as soon as possible.

### **POSSIBLE CUSTOMER REIMBURSEMENT**

There may be an occasion when a customer was charged for repairs related to this recall prior to the recall being released. The customer letter contains a statement for the customer to contact the Dealer if they believe they are entitled to reimbursement costs. The Dealer should follow the Customer Reimbursement guidelines in Warranty Policy Letter 03-001G. The Warranty Procedures and Administrative Policies manual (CTS1100) is in the process of being updated to include the information in Policy Letter.03-001G.

## **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 Recall Number \_\_\_\_\_

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 all involved units in your 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 the 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 your Regional Service Manager.

**INTERNATIONAL TRUCK AND ENGINE CORPORATION**



INTERNATIONAL TRUCK AND ENGINE CORPORATION  
4201 WINFIELD ROAD, WARRENVILLE, IL 60556

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TRUCK GROUP

## **SAFETY RECALL 03503**

March 2003

Dear International Customer:

This Safety Recall is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act. International has decided that a defect related to motor vehicle safety exists in the driver's seat on your vehicle. The vehicles involved are 4700 models built from 12/13/94 through 9/4/98 with one of the following Bostrom driver's seat models: 910, 910SC, or 914 and with International's parking brake code 04036. The vehicle identified on the enclosed card fits this description and our records show that you own this vehicle. Federal law requires 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**

If someone outside the cab adjusts/slides the driver's seat to its most forward position, with the parking brake set, the seat will contact and release the parking brake lever.

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

If the parking brake is accidentally released the vehicle could move unexpectedly and the vehicle could be involved in an accident, possibly resulting in property damage, personal injury, or death.

### **ACTIONS 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 4.
2. Please contact your local International dealer, with your recall card in hand, to schedule an appointment to have your vehicle repaired. **All vehicles involved in this recall must have the service procedure completed.** International dealers will have parts and instructions to repair your vehicle by 4/10/03. This repair will be performed without charge to you and will take approximately one hour. Have your dealer verify and correct your address if necessary.

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.

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 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.

### **REIMBURSEMENT OF REPAIRS** **COMPLETED PRIOR TO THE RELEASE OF THIS RECALL**

If you paid to repair your vehicle for this defect prior to receiving this recall letter, you may be eligible for reimbursement of the repair costs if the costs were incurred between 02/27/02 and 04/20/03. Contact your local International dealer, with your original repair documentation and proof of payment, and the service advisor will determine what if any of the repair costs will qualify for reimbursement. International dealers determine what repair costs are eligible for reimbursement. However, if you choose not to work through an International dealer, you may submit the enclosed "REQUEST FOR REIMBURSEMENT" form, repair documentation, and proof of payment to:

International Truck and Engine Corporation  
Warranty Claim Center Reimbursement Department  
P.O. Box 888  
Warrenville, IL 60555

### **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 Administration 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 Recall and apologize for any inconvenience this may cause.**

**INTERNATIONAL TRUCK AND ENGINE CORPORATION**

# REQUEST FOR REIMBURSEMENT

Safety (or Non-Compliance) Recall \_\_\_\_\_ \*

_____		( ) _____
Name	Daytime Phone Number	
_____		_____
Current Address	Apt. No.	
_____		_____
City	State	Zip
_____	_____	\$ _____
Vehicle Identification Number (VIN)	Mileage at time of repair	Total amount Requested
_____		
Name of facility that performed the repair		

The following documentation must accompany this request:

1. The original invoice or repair order itemizing the repairs and the dollar amount for each repair.
2. Proof of payment such as cancelled check, copy of money order, etc.

Mail this request and the above documentation to:

International Truck and Engine Corporation  
Warranty Claim Center Reimbursement Department  
P.O. Box 888  
Warrenville, IL 60555

\* The Recall number is located in the upper right hand corner of the customer letter you received announcing the recall. It is also printed on the Authorization for Recall Service card as "Campaign No."