



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

TRUCK GROUP

SAFETY RECALL 04504

April 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 related to motor vehicle safety exists because of an interference condition between the engine oil filter and front drive axle of certain 7300, 7400, and 7500 models built 9/27/2001 through 3/8/2004. 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

This defect, under certain braking conditions, allows the universal joints of the front drive shaft and front axle to contact the engine oil filter.

RISK TO MOTOR VEHICLE SAFETY

This contact may result in a puncture of the engine oil filter, which may cause a complete loss of engine oil and possibly an engine shutdown without warning. This may result in property damage, personal injury or death.

ACTION YOU SHOULD TAKE

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.

Please contact your local international dealer, with your recall card in hand, to schedule an appointment to have your vehicle repaired.

Dealers will have parts and instructions to make the repair by **4/22/2004**. The repair will be performed without charge to you and will take approximately 1 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.

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 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.

You will find enclosed 3 stickers. Please refer to the table below and affix these stickers to the indicated pages in your operator's manuals.

PLEASE NOTE THE REDUCTION IN OVERALL ENGINE OIL CAPACITY AND THE REDUCTION IN RECOMMENDED OIL CHANGE INTERVALS.

- You were supplied the following two **ENGINE REFILL CAPACITY** stickers to add to your Owner's manual.
- Please use the sticker with the appropriate engine displacement indicated for your truck.

DT 468 SERIES DIESEL ENGINE CRANKCASE REFILL CAPACITIES FOR UNIT WITH FRONT DRIVE/STEERING AXLE AND SHORT FILTER

25.6 Liters (27 quarts) with filter change
21.8 Liters (23 quarts) without filter change

DT 530 AND HT 630 SERIES DIESEL ENGINE CRANKCASE REFILL CAPACITIES FOR UNIT WITH FRONT DRIVE/STEERING AXLE AND SHORT FILTER

25.6 Liters (27 quarts) with filter change
21.8 Liters (23 quarts) without filter change

- You were also supplied the following **CHANGE INTERVAL** sticker to add to your owner's manual.
- Please refer to the following table to determine where to properly affix the stickers.

Front Drive Steering with Short Filter				
	MPG	Miles	Hours	Gallons of Fuel
Over	>7.0	12,000	475	1800
Between	7.0 – 8.0	11,000	375	1800
Less Than	<6.0	9,500	325	1800

<u>STICKER</u>	<u>MANUAL LOCATION</u>
DT 466 ENGINE REFILL CAPACITY	Place on page 70 of manual part number 1171753R3
CHANGE INTERVAL, w/ DT 466 ENGINES	Place over existing table in second column on page 82 of manual part number 1171753R3

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, and it was determined your vehicle requires service, you may be eligible for reimbursement of the repair costs if they were incurred between 4/01/2003 and 4/30/2004. 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
Warrerville, 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 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

G-04504
April 2004

SUBJECT: SAFETY RECALL (U.S., EXPORT)
Engine Oil Filter/Front Drive Axle Interference on
4x4 and 6x6 Versions of 7300, 7400, and 7500
Models built 9/27/2001 through 3/8/2004 with DT466
and DT/HT530 Engines

DEFECT DESCRIPTION

Under certain braking conditions, the universal joint of the front drive axle will contact the engine oil filter. This contact may result in a puncture of the engine oil filter. To correct this defect, a shorter engine oil filter must be installed. If this filter is not installed, a puncture may cause a complete loss of engine oil and possible engine shutdown without warning. This may result in property damage, personal injury, or death.

MODELS INVOLVED

This Safety Recall involves certain 4x4 and 6x6 versions of 7300, 7400, and 7500 models built from 9/27/2001 through 3/8/2004 with DT466 and DT/HT530 engines. The affected DT466 engine serial numbers begin with, "470HM2U...."

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 parts required for this recall are:

Part Number	Part Description	Quantity
1842816C1	Assembly, Oil Filter, Short	1
1842938C91	Kit, Short Oil Filter Adapter	1

SERVICE PROCEDURE

Please refer to the attached instruction sheet, 1171820R1, for detailed instructions for installing the short oil filter adapter kit and filter.



NOTICE:

THIS RECALL AFFECTS SEVERE SERVICE 4x4'S AND 6x6'S WITH DT466 and DT/HT530 ENGINES ONLY.



NOTICE:

THIS RECALL REQUIRES A SPECIAL SHORT ENGINE OIL FILTER BE USED FOR ALL FUTURE ENGINE OIL FILTER SERVICE AND REPLACEMENTS.



NOTICE:

THIS RECALL REQUIRES LOWERING THE ENGINE OIL SERVICE INTERVALS AND ENGINE OIL CAPACITY.

1. Vehicle owners were shipped, with their recall notification, the following stickers that are to be added to their operator's manuals that show the new engine oil service intervals:

**DT 466 SERIES DIESEL ENGINE CRANKCASE
REFILL CAPACITIES FOR UNIT WITH FRONT
DRIVE/STEERING AXLE AND SHORT FILTER**
25.6 Liters (27 quarts) with filter change
21.8 Liters (23 quarts) without filter change

DT 466 ENGINE REFILL CAPACITY STICKER

**DT 530 AND HT 530 SERIES DIESEL ENGINE
CRANKCASE REFILL CAPACITIES FOR UNIT
WITH FRONT DRIVE/STEERING AXLE AND
SHORT FILTER**
25.6 Liters (27 quarts) with filter change
21.8 Liters (23 quarts) without filter change

DT/HT 530 ENGINE REFILL CAPACITY STICKER

Front Drive Steering with Short Filter				
	MPG	Miles	Hours	Gallons of Fuel
Over	>7.0	12,000	475	1800
Between	7.0 – 6.0	11,000	375	1800
Less Than	<6.0	9,500	325	1800

CHANGE INTERVAL STICKER

2. When scheduling customers to perform this recall service, ensure they received the stickers in the mail and are aware of the reduced capacity and change interval.

3. They are instructed to add them to their manuals, however if they do not wish to perform this, please use the following table to determine the proper placement of the stickers:

<u>STICKER</u>	<u>MANUAL LOCATION</u>
DT 466 ENGINE REFILL CAPACITY	Place on page 70 of manual part number 1171753R3
CHANGE INTERVAL, w/ DT 466 ENGINES	Place over existing table in second column on page 82 of manual part number 1171753R3

4. If the customer did not receive or has lost the stickers, you will find a small quantity in your dealer mailing envelope to use for this purpose.
5. If you require more stickers, please contact Tech Central to speak to the Compliance Coordinator and more will be shipped.

END OF SERVICE PROCEDURE

LABOR INFORMATION

<u>Operation No.</u>	<u>Description</u>	<u>Time</u>
A40-04504-1	<i>Install Short Oil Filter Adapter Kit and Filter</i>	0.8 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.



A rectangular label with a white background and a black border. At the top, it says "DO NOT REMOVE" in black capital letters. Below that, there is a large white rectangular area with a black border containing the following text: "CAMPAIGN IDENTIFICATION LABEL", "Campaign No.", "VIN", "Eng.#", "COMPLETED", and "Service Location Code #". At the bottom of the label, it says "DO NOT REMOVE" in black capital letters.

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.

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 corrections necessary						
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

INSTRUCTION SHEET ATTACHMENT BEGINS ON NEXT PAGE

Instruction Sheet

Installation of a short oil filter and adapter service kit for model 7300, 7400 and 7500 4x4 and 6x4 severe service trucks



1171820R1

APPLICATION:

International® DT 466, DT 530 and HT 530 diesel engines in model 7300, 7400 and 7500 4x4 and 6x4 severe service trucks.

PURPOSE:

Permanent installation of a short oil filter adapter service kit and the use of a short oil filter assembly for engines with oil filter to front drive axle interference.

KIT CONTENTS:

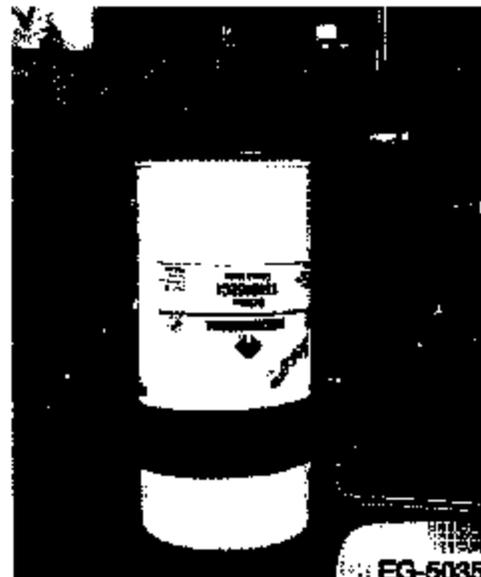
Qty	Description
1	Adapter, short oil filter
1	Adhesive, thread
1	Instruction sheet

Obtain the short oil filter assembly (black filter can with white lettering) separately.

▲ WARNING: To avoid serious personal injury, possible death, or damage to the engine or vehicle, make sure the transmission is in neutral or park, parking brake is set and locked, and wheels are blocked before doing diagnostic or service procedures on engine or vehicle. Read all safety instructions in the "Safety Information" section of the service manual for this engine.

PROCEDURE:

Place a suitable container according to local regulations, under the oil filter.



Remove oil filter

Remove oil filter from oil cooler filter header. Discard oil filter according to local regulations.

Thoroughly clean and degrease the oil cooler filter header threads.

Thoroughly clean and degrease the short oil filter adapter threads.

Instruction Sheet

Installation of a short oil filter and adapter service kit for model 7300, 7400 and 7500 4x4 and 6x4 severe service trucks



1171820R1



Apply thread adhesive to adapter

Apply several drops down the internal threads of the adapter near the opening.

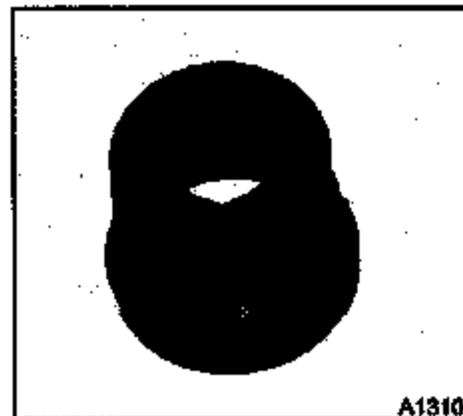
Note: As the threads are engaged, the thread adhesive will spread upward between the threads. The thread adhesive cures when confined in the absence of air between close fitting metal surfaces and prevents loosening and leakage from shock and vibration.



Oil cooler filter mount

1. Oil filter seal surface
2. Adapter sealing surfaces
3. Thread surface for adapter

Insert the short oil filter adapter on the oil cooler filter mount using a 20 mm hex tool.



Adapter torque hex

Torque the filter adapter to 204 N-m (150 ft-lbs).

Instruction Sheet

Installation of a short oil filter and adapter service kit for model 7300, 7400 and 7500 4x4 and 6x4 severe service trucks



1171820R1

Obtain new approved short oil filter assembly. New short filter is a black filter can with white lettering.

Lubricate new oil filter gasket with clean engine oil.

Spin oil filter on the header adapter until the gasket initially makes contact. Using an oil filter wrench with a bandwidth of 38 mm (1.5 in) or greater, tighten filter an additional $\frac{3}{4}$ to 1 full turn.

Note: Do not over tighten filter. A damaged filter may fracture or leak.

Start engine and run at low idle rpm.

Check lube oil pressure gauge reading. If the gauge reading is at or below 103 kPa (15 psi) at 700 RPM, shut the engine off immediately. Check for the cause of the low-pressure condition.

Let engine run until operating temperature is reached. Check for leaks.

Shut down engine, wait 15 minutes.

Check oil level and add oil to bring oil level within the cross hatched operating range on the oil level gauge.

DO NOT fill above the top of cross hatch area indication of operating range.

MAINTENANCE OPERATIONS: CHANGE ENGINE OIL AND OIL FILTER

For all vehicles with Drive/Steering Front Axles with the Short Filter, the change limits are:

For Drive/Steering Front Axles with Short Filter				
	MPG	Miles	Hours	Gallons of Fuel
Over	>7.0	12,000	475	1800
Between	6.0 - 7.0	11,000	375	1800
Less than	<6.0	9,500	325	1800

Caution: To prevent damage to the engine, mark-up existing Operator Manuals to reflect the change made to the above table.



0110

Check oil level gauge