

**G-04510**  
**August 2004**

**SUBJECT: SAFETY RECALL (U.S., EXPORT)**  
**BATTERY CABLES on certain HPV models built 11/20/2000 thru 5/20/2004 with Cummins, Caterpillar or International DT/HT530 engines.**

**DEFECT DESCRIPTION**

The positive battery cable between the batteries and the starter may rub against an electrical ground cable between the starter and frame rail possibly causing an electrical short and/or fire. This may result in property damage, personal injury or death.

**MODELS INVOLVED**

This Safety Recall involves the following models and build date ranges. Please refer to this table to determine if a vehicle is included in the suspect population:

<b>Model</b>	<b>Build Start Date</b>	<b>Build End Date</b>
4300 4X2	2000-11-20	2001-12-20
4400 4X2	2000-11-21	2001-12-21
4400 6X4	2001-05-16	2001-11-27
7300 4X2	2001-10-02	2004-05-12
7300 4X4	2002-01-03	2004-05-19
7400 4X2	2001-08-15	2004-05-20
7400 4X4	2001-09-27	2004-05-20
7400 6X4	2001-07-23	2004-05-20
7400 6X6	2001-12-14	2004-05-20
7500 4X2	2002-01-15	2004-05-19
7500 4X4	2002-01-28	2004-05-14
7500 6X4	2001-07-19	2004-05-19
7500 6X6	2002-02-04	2004-05-05
7600 4X2	2002-06-20	2004-05-19
7600 6X4	2002-04-24	2004-05-20
7700 6X4	2003-12-16	2004-04-28
8500 4X2	2003-03-10	2004-02-18
8500 6X4	2001-10-10	2002-12-06
8600 4X2	2002-05-16	2004-05-20
8600 6X4	2002-04-23	2004-05-20

The suspect vehicle population includes the models above that have a Cummins, Caterpillar, or International DT/HT530 engine.

## **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 that may be required for this recall are:

<b>Part Number</b>	<b>Part Description</b>	<b>Quantity</b>
<b>3554554C1</b>	<b>GUIDE, BRK HOSE &amp; CABLE*SWIVEL</b>	<b>1</b>
<b>306132C1</b>	<b>STRAP, CABLE LOCK</b>	<b>2</b>
<b>3516934C1</b>	<b>STRAP, CABLE LOCK 1/2" X 20"</b>	<b>1</b>
<b>AS PER LINESET TICKET</b>	<b>BATTERY TO STARTER CABLE, POSITIVE</b>	<b>AS REQ'D PER INSPECTION</b>
<b>AS PER LINESET TICKET</b>	<b>STARTER TO FRAME CABLE, GROUND</b>	<b>AS REQ'D PER INSPECTION</b>
<b>AS PER LINESET TICKET</b>	<b>CONDUIT</b>	<b>AS REQ'D PER INSPECTION</b>

***Destroy and 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.**

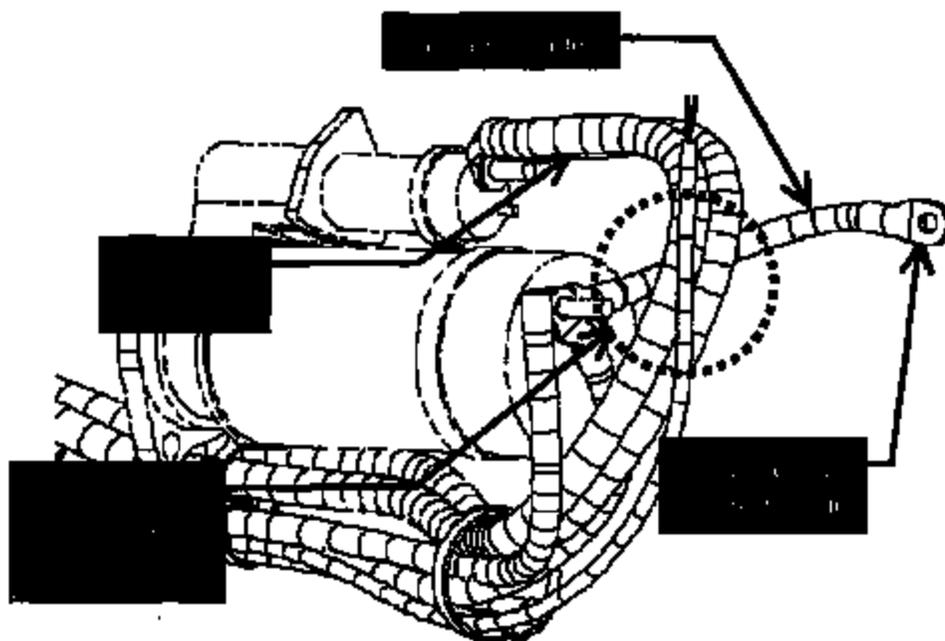


### **WARNING:**

**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.**

## **BATTERY CABLE INSPECTION PROCEDURE**

1. Inspect positive (red) battery cables, conduit and ground cable (black) in areas indicated below:



**Figure 1 – Engine Removed for Clarity**

2. If ANY indication of chafing or rubbing is evident, replace any affected cables and continue to step 4.
3. If there is NO indication of chafing or rubbing, continue onto step 4.

**SADDLE CLAMP INSTALLATION**

4. Install saddle clamp and strap-locks as indicated below:

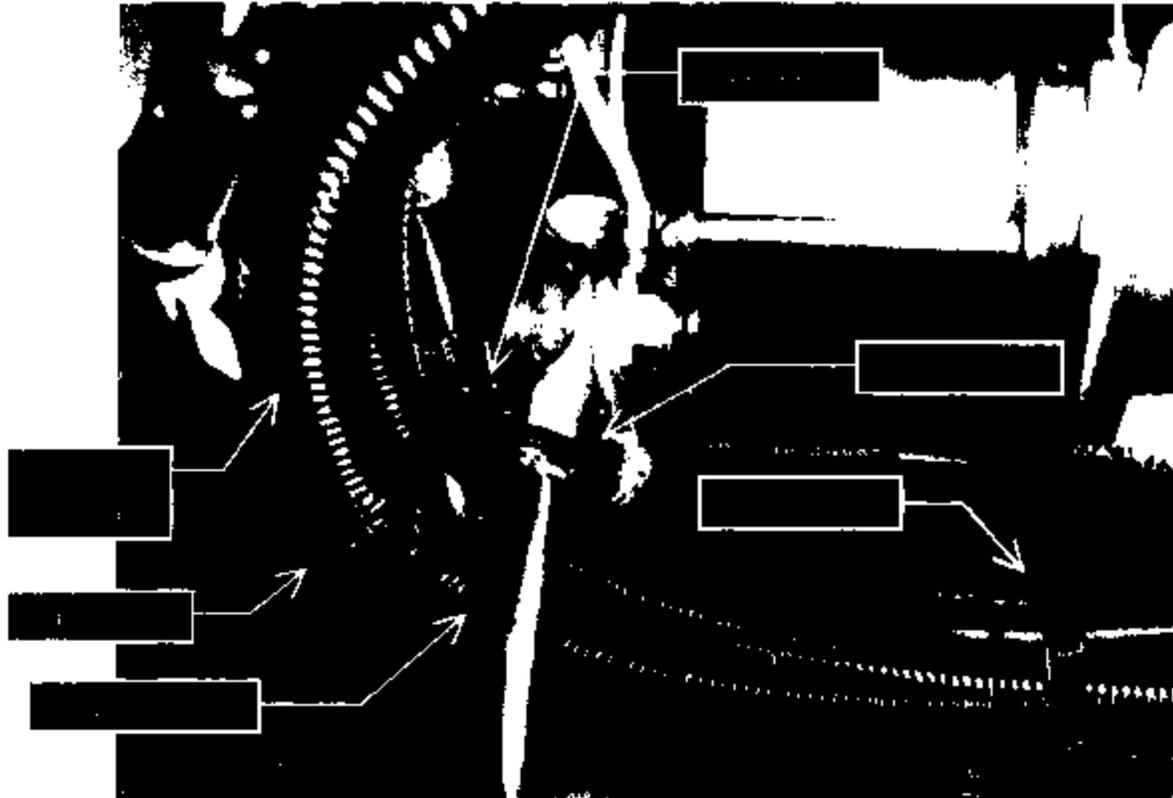


Figure 2

**END OF SERVICE PROCEDURE**

**LABOR INFORMATION**

<b><u>Operation No.</u></b>	<b><u>Description</u></b>	<b><u>Time</u></b>
A40-04510-1	<i>Install Saddle Clamp and Strap Locks Only</i>	0.4 Hr
A40-04510-2	<i>Install Saddle Clamp, Strap Locks, and Battery Cables</i>	1.0 Hr

## **CAMPAIGN IDENTIFICATION LABEL**

*Each vehicle corrected in accordance with this campaign must be marked with a GTS-1075 Campaign Identification Label.*

Complete the label and attach on a clean surface next to the vehicle identification number (VIN) plate.

PROCEED IMMEDIATELY  
INTERNATIONAL  
Campaign No.  
VIN  
Eng.  
COMPLETED  
Service Location Code #  
GTS-1075

## **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 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**



INTERNATIONAL TRUCK AND ENGINE CORPORATION  
4201 WINFIELD ROAD, WARRENVILLE, IL 60886

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TRUCK GROUP

## **SAFETY RECALL 04510**

August 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 which relates to motor vehicle safety exists in the battery cables of certain 4300, 4400 models and 7000 and 8000 series models with Cummins, Caterpillar, or International DT/HT530 I8 engines. The vehicle identified on the enclosed card fits this description and our records show that you own this vehicle. Federal regulations require 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**

The positive battery cable between the batteries and the starter may rub or chafe against an electrical ground cable between the starter and frame rail.

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

This chafing may possibly cause an electrical short and/or fire. This may result in property damage, personal injury or death.

### **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 read paragraph number 6.
2. Please contact your local International dealer, with your recall card in hand, to schedule an appointment to have your vehicle repaired.
3. Dealers will have parts and instructions to make the repair by 8/16/2004. 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.
4. 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.
5. 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.

6. 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 they were incurred between 8/01/2003 and 8/31/2004. 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  
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 toll-free Auto Safety Hot-Line at 1-888-327-4238 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**