



001-246.205

# VEHICLE RECALL

G-00513  
October, 2000

**SUBJECT: SAFETY RECALL (U.S., EXPORT)  
TRW Drag Links On Certain 1000, 2000, 3000, FE  
bus, RE bus, 4000 and 8000 model series built from  
7/5/1999 through 10/31/1999.**

## **DEFECT DESCRIPTION**

Certain TRW drag links were produced with less than specified material hardness, which can result in separation of the ball stud from the ball socket. The drag links must be inspected for the suspect date codes and replaced if built within the suspect date codes provided in the Service Procedure. If a drag link ball stud separates from the ball socket, the driver could experience a loss of steering control and cause a vehicular accident, which could result in property damage, personal injury, or death.

## **MODELS INVOLVED**

This Safety Recall involves certain 1000, 2000, 3000, FE bus, RE bus, 4000 and 8000 model series built from 7/5/1999 through 10/31/1999.

## **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 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**

### **REQUIRED**

**DATE CODE INSPECTION:** The date code can be found on either one of the end covers near the grease zerk or on the drag link bar near the part number stamp. If the date code is on both the ends and the bar, the code on the ends should be used as the determining code. Replace the drag link if the date code is one of the following date codes: 9G1, 9G2, 9G3, 9G4, 9H1, 9H2, 9H3, 9H4, 9H5, 9J1, 9J2, 9J3 or 9J4. The date code must start with a 9 and match one of the codes above to require replacement of the drag link(s) under this campaign. If the date codes found are not listed above, no further repair is required.

**REMOVING THE DRAG LINK:** This procedure is for both fixed and one-end adjustable drag links and includes adjusting instructions for the adjustable drag links. If the vehicle has dual steer repeat the inspection and if necessary, the replacement procedure for both drag links.

1. Park the vehicle on level ground, steer the front tires straight ahead, set the parking brake and shut off the engine.
2. **WARNING:** Block the wheels to prevent the vehicle from moving. If the vehicle rolls unexpectedly, the result could be serious personal injury or death.
3. Note the position of the drag link and remove it from the vehicle if determined necessary from the "DATE CODE INSPECTION" above.
4. For adjustable end drag links, note or mark the steering wheel position.
5. For adjustable end drag links, note the position of the end and the tube clamp.
6. For adjustable end drag links, measure the total length of the original assembly and adjust the new drag link assembly to the same length and tighten the clamp in the position noted in step 5.

**INSTALLING THE DRAG LINK:** This procedure is for both fixed and one-end adjustable drag links. If the vehicle has dual steer repeat the procedure for both drag links.

1. Make sure the pitman arm hole, steering arm hole and ball stud surfaces are clean.
2. Install the new drag link and torque the ball stud nuts to 100-125 ft-lbs. If the cotter pins cannot be installed, tighten the castle nuts to the next opening (do not back off), install the cotter pins and bend pins to the locking position.
3. For adjustable end drag links, check the alignment of the steering wheel with the wheels in the straight-ahead position and adjust the drag link end as necessary to properly align the steering wheel for the straight-ahead position. One rotation of the drag link end is equal to approximately 8 degrees rotation at the steering wheel.
4. For adjustable end drag links, torque the tube clamp to 40-60 ft-lbs.
5. Grease both ends of the drag link.

### **PART INFORMATION**

Use TABLE 1 (on page 3) to determine the drag link part number(s) required for each vehicle. You will need the model number, steering gear code, and the front axle code to read across the table to obtain the International drag link part number(s).

**TABLE 1: DRAG LINK APPLICATION TABLE**

MODELS	STRG CODE	AXLE CODE	INTL P/N	
8100	05PRH	02ADC	1661437C92	USE: FDL1214
	05PRJ	02ADD, 02ADE, 02AED, 02ARA 02ARK	1661437C92	USE: FDL1214
		02ADG, 02ADT	532882C91	
	06PSA, 05PSH	02ARA, 02ARK, 02AED, 02250	1614796C91	
		02ADC, 02ADD, 02ADP	1661437C92	USE: FDL1214
		02ADE	1661437C92	USE: FDL1214
	05PTA	02231, 02ADH	1661437C92 1667329C91	LEFT: FDL1214 RIGHT
05PTB	02232, 02ADJ	480645C92 1667329C91	LEFT: FDL979 RIGHT	
4700, 1652 SC	05PRG	02ADL	532882C91	
3600, 4700, 4900	05PRH	02ADC, 02ARN, 02ADL, 02ADX	1661437C92	USE: FDL1214
	05PRJ	02ADD, 02ADE, 02227, 02ARM, 02ARP, 02ASA	1661437C92	USE: FDL1214
4900	05PRJ	02ADH	1667556C91	
4700, 4900	05PSA	02AEK, 02AEL	1667556C91	
	05PSA	02ADD, 02ADE, 02ADN 02AED, 02AEG	1661437C92	USE: FDL1214
4700, 4900	05PTA	02231, 02ADH	1661437C92 1667329C91	LEFT: FDL1214 RIGHT
3000 FE Bus	05PRJ	02ADD, 02ADE	2200048C91	
RE Bus, RE CMRCL 3000 RE	05PRJ	02ADD 02ADE	2028818C91 3511196C91	
4800, 4900	05PRH	02064	1667556C91	
	05PTA	02EYH, 02EYE, 02EZE, 02EZG	1661437C92 2008941C1	LEFT: FDL1214 RIGHT
2654, 2574, 2600 GLDR	05PRH	02ADC	1661437C92	LEFT: FDL1214
	05PRJ	02ADD, 02ADE, 02ADN, 02ARA	1661437C92	USE: FDL1214
		02ADD, 02ARA, 02ADE	1661437C92	USE: FDL1214
	05PTA	02231, 02ADH	1661437C92 1667329C91	LEFT: FDL1214 RIGHT
	05PTB	02232, 02233, 02ADJ, 02ADK	480645C92 1667329C91	LEFT: FDL979 RIGHT
2654, 2674, 2604 GLDR	05PSA	02ADD, 02ARA, 02ADE	1667453C92	
	05PTA	02231, 02ADH	1664846C92	RIGHT
	05PTB	02232, 02233, 02ADJ, 02ADK	1664846C92	RIGHT

## LABOR INFORMATION

**Note: Only one labor operation can be submitted per warranty claim.**

<u>Operation Number</u>	<u>Description</u>	<u>Time</u>
A40-00513-1	Inspection only	0.2 hrs
A40-00513-2	Inspect and replace one drag link	0.9 hrs
A40-00513-3	Inspect and replace two drag links	1.4 hrs

### CAMPAIGN IDENTIFICATION LABEL

Each vehicle corrected in accordance with Campaign letter G-00513 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 **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.

In order to avoid having to replace an owner 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.

## **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 00513	0	0	5	1		
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 Recall letter G-00513.

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  
455 NORTH CITYFRONT PLAZA DRIVE, CHICAGO, IL 60611  
TELEPHONE 312-836-2000

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**TRUCK GROUP**

**SAFETY RECALL 00513**

November, 2000

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 determined that a defect which relates to motor vehicle safety exists in the drag link(s) used on 1000, 2000, 3000, FE bus, RE bus, 4000 and 8000 model series built from 7/8/1999 through 10/31/1999. If you are not the owner, we need your help finding the current owner; please read paragraph number 4 on the next page under **"ACTIONS YOU SHOULD TAKE"**.

**REASON FOR THIS RECALL**

**DEFECT DESCRIPTION:** This defect involves the drag link(s) on your vehicle. Some TRW drag links were produced with less than specified material hardness, which can result in premature separation of the ball stud from the ball socket.

**RISK TO MOTOR VEHICLE SAFETY:** You could lose steering control while driving your vehicle under normal driving conditions and without warning. If a ball stud separates from the ball socket on a drag link you could lose steering control and your vehicle could be involved in an accident which could result 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 on the next page.
2. Please contact your local International dealer, with your recall card in hand, to schedule an appointment to have your drag link(s) inspected and replaced if necessary. This inspection and any repair will be performed without charge to you and will require approximately one hour of repair time.
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.

### **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 defect and apologize for any inconvenience this may cause.**

**INTERNATIONAL TRUCK AND ENGINE CORPORATION**



# VEHICLE RECALL

**G-00513 SECOND NOTICE**

March 2002

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

**SUBJECT: VEHICLE RECALL (U.S., EXPORT)**  
**TRW Drag Links On Certain 1000, 2000, 3000, FE**  
**bus, RE bus, 4000 and 8000 model series built from**  
**7/5/1999 through 10/31/1999.**

## 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. **All vehicles in this campaign must have the date code on the drag links checked to see if the drag links must be replaced.** Customers that have not had their vehicle repaired for this Safety Recall as of February 2002 will be receiving the attached notification letter in March 2002. Please refer to service letter **G-00513** dated October 2000, for Parts, Labor, Warranty and detailed information for this recall.

## REASON FOR THIS SAFETY RECALL

Certain TRW drag links were produced with less than specified material hardness, which can result in separation of the ball stud from the ball socket. The drag links must be inspected for the suspect date codes and replaced if built within the suspect date codes provided in the Service Procedure. If a drag link ball stud separates from the ball socket, the driver could experience a loss of steering control and potentially cause a vehicular accident, which could result in property damage, personal injury, or death.

## MODELS INVOLVED

This Safety Recall involves certain 1000, 2000, 3000, FE bus, RE bus, 4000 and 8000 model series built from 7/5/1999 through 10/31/1999.

## **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. The green bar (VIN list) provided with each campaign mailing can be used to track completions and identify customers; however, ISIS can be used to generate a VIN list with customer names and addresses in a more usable format.

## **INTERNATIONAL TRUCK AND ENGINE CORPORATION**



INTERNATIONAL TRUCK AND ENGINE CORPORATION  
4201 WINFIELD ROAD, WARRENVILLE, IL 60555  
TELEPHONE 830-753-8000

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TRUCK GROUP

**URGENT SAFETY RECALL: 00513**  
**SECOND NOTICE**  
March 2002

Dear International Customer:

### **REASON FOR THIS RECALL**

**WARNING! - IF THE REQUIRED SERVICE PROCEDURE IS NOT PERFORMED, YOUR VEHICLE COULD BE INVOLVED IN AN ACCIDENT. THERE IS A STEERING DRAG LINK DEFECT IN CERTAIN VEHICLES THAT COULD CAUSE A LOSS OF STEERING CONTROL. THIS DEFECT COULD CAUSE AN ACCIDENT, RESULTING IN POSSIBLE PROPERTY DAMAGE, PERSONAL INJURY, OR DEATH.**

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. International Truck and Engine Corporation has determined that there is a defect, related to motor vehicle safety, in the steering drag link on certain vehicles. If your vehicle has this defect, it could be involved in an accident, which could result in property damage, personal injury, or death, if this Safety Recall is not completed.

This Safety Recall includes 1000, 2000, 3000, FE bus, RE bus, 4000 and 8000 model series built from 7/5/1999 through 10/31/1999. The first notice was mailed out in November of 2000. According to our records, as of February 2002, you are the owner of the vehicle on the enclosed card and the Safety Recall service procedure has not yet been completed. **ALL VEHICLES IN THIS SAFETY RECALL MUST HAVE THE DRAG LINK INSPECTED AND REPLACED IF NECESSARY.** 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 from your campaign card, provided with your notification letter, when you call to schedule an appointment. The remedy is to inspect the drag link on all vehicles and replace all defective drag links, which were built with certain date codes. The repair will be made without charge to you and may require up to approximately 1.5 hours of repair time. ALL VEHICLES IN THIS SAFETY RECALL MUST BE INSPECTED AND CORRECTED IF NECESSARY.**
- 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 1-888-327-4238 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**