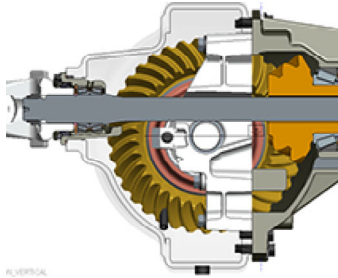




Technical Information Bulletin

A002



Section

Rear Axle - 22

Subject

PACCAR 40K Forward Rear Axle Pinion Side Gear Incorrectly Heat Treated

Release Date

12/19/2019

Condition

Chassis may experience vibration and knocking noise due to excessive wear of the rear side gear pinion teeth.

Chassis Affected

165 chassis (165 U.S. and 0 Canada), T680 and T880 Model Year 2019 vehicles built from 08/16/2018 through 08/28/2018 equipped with a PACCAR 40K tandem rear axles. See the attached chassis list for specific chassis.

Action

Campaign

Service all chassis affected that enter your dealership, even if the customer has no issue with the chassis.

1. Review the attached chassis list for your dealer code and schedule your customer(s) for service if their chassis is on the list.
2. If you are not using Service Management to start repair orders, review DWWC or SIR for "Complete" next to the "A002" campaign code prior to performing this repair.
3. Follow the procedures below to inspect the forward rear axle and repair as needed.



CAUTION

Dealers that release trucks on the chassis list without completing the actions described below may face liability for progressive damage.

Warranty

WARRANTY

For repairs completed by 01/01/2021, Kenworth will pay for parts at dealer net plus applicable mark-up and labor.

- **ALL CLAIMS MUST INCLUDE** the OnTrac number as provided by Meritor.
- 0.3 hours labor to check mileage and complete the claim for chassis that exceed 120,000 miles (193,121 km).
- 0.3 hours labor to inspect the fill plug, photograph the fill plug, and then reinstall it if no excessive debris is found.

- File a long form claim using SRT 022-XXX for the inspection.
- Claim must include OnTrac number as provided by Meritor.
- Claim must include a clear and focused photo of the fill plug.
- Enter A002 in the Campaign field.

- 4.9 hours labor for Rear Front Axle Carrier Assembly to inspect the differential oil, remove the carrier assembly, clean the housing (including steam clean as necessary), replace the hubs, paint the new carrier and new axle lock nuts, touch-up other axle paint as needed, and install the carrier and axles.

- File a long form claim using SRTs 022-403 (4.3 hours) and 053-xxx (.6 hours).
- Claim must include OnTrac number as provided by Meritor.
- Claim must include a clear and in focus photo of the fill plug.
- Enter A002 in the Campaign field.

Take-Off Parts Disposition: Ship take-off parts to supplier per OnTrac instructions.

CLAIM CODING			
Failure Location:	022-003-027	Work Accomplished:	20
Failure Type:	700	Responsibility Code:	05
SRT Code:	022-403 4.3 hrs. R & R differential carrier from axle housing, steam clean, drain & refill. Does not include: Replacement or adjustment of any parts. Tandem Drive Axles FRONT CARRIER ASSEMBLY 053-XXX 0.6 hrs. Paint carrier and lock nuts, touch up axle housing as needed 022-XXX .3 hrs Create OnTrac case, inspect and reinstall fill plug	Claim Type:	C
Vendor Code:	A002	Campaign Field:	A002

Parts

Parts are available from PACCAR Parts.

- PACCAR Parts will automatically generate XE orders for parts with a "*" symbol after the part number for each servicing dealer location.
- **All parts with a "*" symbol require an OnTrac case number to be ordered.**
- Standard PDC orders may be placed for the remaining parts listed below if stock is needed.

Quantity	Part Number	Description
1	C87-6001-0XXX*	Carrier Assembly Where "XXX" is the ratio. Example C87-6002-0247
1	C74-6060*	Hardware Kit, includes front pinion nut, washer, and seal.
1	C74-6061*	Carrier/Housing Fastener Kit
2	03-01568	Axle Shaft Gasket
16	1229W1661	Washer (axle shaft fastener)

16	HWU05665	Lock nut (axle shaft fastener)
As needed (Axle sump requires 9.8 qts)	Source locally	Gear oil for the hubs and axle sump. As indicated in Web ECAT.
Up to 1 qt.	Source locally	Primer for carrier, axle flange, and lock nuts
Up to 1 qt.	Source locally	Paint for carrier, axle flange, and lock nuts

Background

Picture quality for inspection and repair claims

Photos must be submitted for this campaign. The area of interest in the photos must be in focus. If the area of interest is not in focus, you may be asked to retake and resubmit the photos.

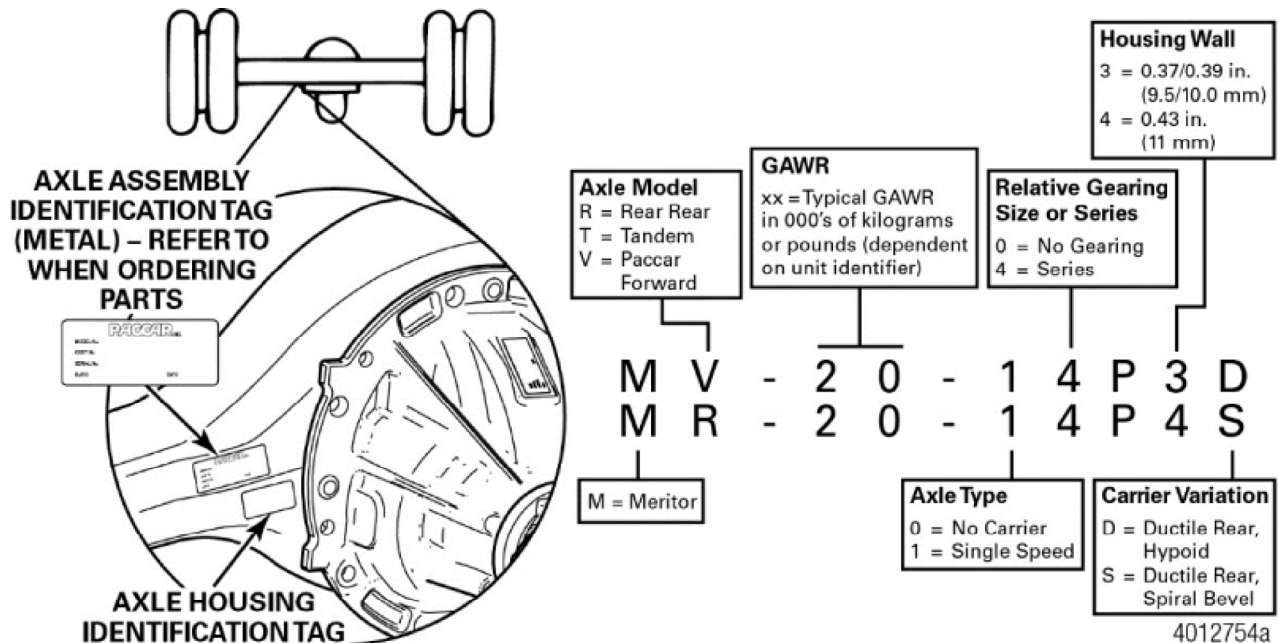
Use the macro mode on your camera, and move your camera as close as practical to the object when you take the photo. Some cameras and camera phones have a feature that allows you to tap on an area in the view screen to concentrate focus on an object. If so, then tap on the object of interest in your view screen when you take your photos. An example photo of the fill plug is provided in the following procedure section. The photos that you submit for the claim should be very similar in quality to the example photo.

Procedure

Inspection procedure

Fill out the attached pre-call worksheet to ensure you have all of the required information prior to contacting Meritor.

- Contact the PACCAR Parts line at 1-800-944-0251 and when prompted, select option 4, and you will be routed to a Meritor representative. Provide the Meritor representative with the VIN number, axle serial number, and mileage to confirm that the unit requires inspection. The call center will provide a case number for tracking purposes.
 - If the mileage exceeds 120,000 miles (193,121 km) and there are no complaints of vibration or a knocking noise, no further inspection is required. Report the above information to the Meritor representative and file for Quick Claim A002.
 - The axle assembly serial number can be found on a metal tag on the leg of the housing adjacent to the carrier.



- Park the vehicle on a level surface.
- Ensure that the hub fill plug is in a horizontal position.
- Block the wheels to prevent the vehicle from moving. Set the parking brake.
- Position a clean drain pan below the differential and remove the differential fill plug.
- Inspect and photograph the fill plug.

Photos of the fill plug, no matter the condition, must be included with the claim.

- If it has debris as shown below, the carrier and the hub bearings need to be replaced. Follow procedures in the appropriate service manuals.
- If there is very little debris on the fill plug, then reinstall the fill plug.



Attachments

 [Dealer\Chassis List](#)

 [Customer Letter](#)

 [Meritor Pre-call worksheet](#)

Authored by: OF

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Service Bulletin

A002

Section

22 - Rear Axle

Description

PACCAR 40K Forward Rear Axle Pinion Side Gear Incorrectly Heat Treated

Release Date

12/5/2019

Revision History

12/10/2019 - Added a statement in the warranty section stating that Peterbilt dealers may perform repairs on Kenworth chassis.

Introduction

Certain model 389, 567, and 579 vehicles built from 08/16/2018 through 08/28/2018 equipped with PACCAR 40K tandem rear axles may have a forward rear axle pinion side gear that was incorrectly heat-treated. These chassis may experience vibrations and knocking noises due to excessive wear of the rear side gear pinion teeth. See the attached affected chassis list.

Resolution

Campaign

Service all chassis affected that enter your dealership, even if the customer has no complaint about the chassis.

1. Review the attached chassis list for your dealer code and schedule your customer(s) for service if their chassis is on the list.
2. If you are not using Service Management to start repair orders, review DWWC or SIR for "Complete" next to the "A002" campaign code prior to performing this repair.
3. Follow the procedures below to inspect the forward rear axle and repair as needed.

CAUTION

Dealers that release trucks on the chassis list without completing the actions described below may face liability for progressive damage.

Warranty

Through Standard Warranty or for repairs completed by 01/01/2021, whichever is greater, Peterbilt will pay for parts at dealer net plus applicable mark-up and labor.

i NOTE

All claims must include the OnTrac number as provided by Meritor.

Reference and fill out the Meritor Pre-Call worksheet in the attachments section before contacting Meritor

For vehicles between 25,000 miles (193,121 km) and 120,000 miles (40,233 km):

- If excessive debris is not found, 0.3 hours labor to inspect the fill plug, photograph the fill plug, and then reinstall.
 - File a long form claim using SRT 022-XXX for the inspection.
 - Claim must include OnTrac number as provided by Meritor.
 - Claim must include a clear and focused photo of the fill plug.
 - Enter A002 in the Campaign field.
- If excessive debris is found, 4.9 hours labor for Front Carrier Assembly to inspect the differential oil, remove the carrier assembly, clean the housing (including steam clean as necessary), replace the hubs, paint the new carrier and new axle lock nuts, touch-up other axle paint as needed, and install the carrier and axles.
 - File a long form claim using SRT 022-043 (4.3) and 053-XXX (0.6) for the inspection.
 - Claim must include OnTrac number as provided by Meritor.
 - Claim must include a clear and focused photo of the fill plug.
 - Enter A002 in the Campaign field.

For vehicles exceeding 120,000 miles (193,121 km):

- File a long form using SRT 022-XXX for mileage verification.
- Enter A002 in the campaign field.

Take-Off Parts Disposition: Ship take-off parts to supplier per ship [code AZ](#).

Peterbilt dealers may perform A002 repairs on Kenworth chassis, but Quick Claims do not apply. For Kenworth chassis repairs, file a long form claim and use the claim codes below.

For Field...	Enter...
Failure Location	022-003-027
Failure Type	700
Claim Type	C
Campaign Number	A002
	022-403 4.3 hours R & R differential carrier from axle

Labor	housing, steam clean, drain & refill. Does not include replacement or adjustment of any parts. Tandem Drive Axles FRONT CARRIER ASSEMBLY
	053-XXX
	0.6 hours Paint carrier and lock nuts, touch up axle housing as needed
	022-XXX
	0.3 hours Create OnTrac case, inspect and reinstall fill plug OR for mileage verification.

Parts

Parts are available from PACCAR Parts.

- PACCAR Parts will automatically generate [XE](#) orders for parts with an asterisk (*) after the part number for each servicing dealer location.
- All parts with an asterisk (*) require an OnTrac case number to be ordered.
- Standard PDC orders may be placed for the remaining parts listed below if stock is needed.

To better serve customers in your service area who will participate in this campaign, Peterbilt will require an initial stocking order, which will be a pre-determined number of carriers, axle shafts, and re-seal kits, the quantity of which will be managed jointly through PACCAR Parts and Meritor. PACCAR Parts will work with you to place this order. This order will be expedited to ensure you have pre-stock on hand before you contact your customers to schedule the service inspection process and possible repair.

Quantity	Part Number	Description
1	C87-6001-0XXX*	Carrier Assembly Where "XXX" is the ratio. Example: C87-6002-0247
1	C74-6060*	Hardware Kit including front pinion nut, washer, and seal.
1	C74-6061*	Carrier/Housing Fastener Kit
2	03-01568	Axle Shaft Gasket
16	1229W1661	Washer (Axle Shaft fastener)
16	HWU05665	Lock Nut (Axle Shaft fastener)
As needed (Axle sump requires 9.8 qts)	Source Locally	Gear oil for the hubs and axle sump. As indicated in Web ECAT.
Up to 1 qt.	Source Locally	Primer for carrier, axle flange, and lock nuts.
Up to 1 qt.	Source Locally	Paint for carrier, axle flange, and lock nuts.

Procedure

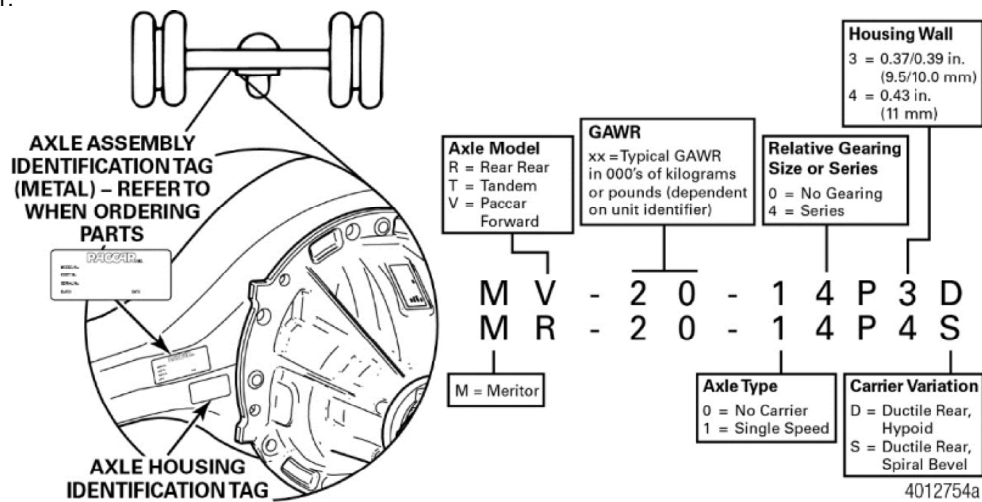
Picture Quality for Inspection and Repair Claims

Photos must be submitted for this campaign. The area of interest in the photos must be in focus. If the area of interest is not in focus, you may be asked to retake and resubmit the photos.

Using the macro mode on your camera, move your camera as close as practical to the object when you take the photo. Some cameras and camera phones have a feature that allows you to tap on an area in the view screen to focus on an object. If so, then tap on the object of interest in your view screen while taking the photos. An example photo of the fill plug is provided in the Inspection Procedure. The photos that you submit for the claim should be very similar in quality to the example photo.

Inspection Procedure

1. Contact the PACCAR Parts line at 1-800-944-0251 and select option 4 when prompted, and you will be routed to a Meritor representative. Provide the Meritor representative with the VIN number, axle serial number, and mileage to confirm that the unit requires inspection. The call center will provide a case number for tracking purposes.
 - If the mileage exceeds 120,000 miles (193,121 km) and there are no complaints of vibration or a knocking noise, no further inspection is required. Report the above information to the Meritor representative and file for Quick Claim A002.
 - The axle assembly serial number can be found on a metal tag on the leg of the housing adjacent to the carrier.



2. Park the vehicle on a level service.
3. Ensure that the hub fill plug is in a horizontal position.
4. Block the wheels to prevent the vehicle from moving. Set the parking brake.
5. Position a clean drain pan below the differential and remove the differential fill plug.
6. Inspect and photograph the fill plug.

Photos of the fill plug, no matter the condition, must be included with the claim.

- If it has debris as shown below, the carrier and the hub bearings need to be replaced. Follow procedures in the appropriate service manuals.
- If there is very little debris on the fill plug, reinstall the fill plug.



Reference and fill out the Meritor Pre-Call worksheet in the attachments section before contacting Meritor.

Attachments

[English Customer Letter](#)

[French Customer Letter](#)

[Chassis List](#)

[Meritor Pre-Call Worksheet](#)

Authored by: RP

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A **PACCAR** COMPANY

Kenworth Truck Company
Customer Service Department
PO Box 1000
Kirkland, Washington 98083-1000
(425) 828-5888

Date TBD

Scan this QR code to open
the Kenworth Dealer Locator.



[First VIN]
Customer Name
Address
City, State Zip

Subject: PSB A002: PACCAR 40K Forward Rear Axle Pinion Side Gear Incorrectly Heat Treated

Dear Kenworth Customer,

Your vehicle (listed within this letter) is eligible for a campaign to inspect the condition of the pinion side gear in the forward rear axle. In a small number of Kenworth vehicles, certain pinion side gears installed in forward rear axle assemblies may not have been properly heat treated. In those vehicles, excessive vibration or a knocking noise may occur at the forward rear axle during the first 120,000 miles of use. Depending on the results of the inspection, the carrier and hubs of the forward rear axle may require replacement. If your vehicle mileage exceeds 120,000 miles (193,121 km) and no vibration or noise is evident, no action is required.

The problem is...	Pinion side gears in the forward rear axle may be incorrectly heat treated.
What your dealer will do...	If your vehicle mileage is below 120,000 miles (193121 km), a dealer will inspect the fill plug for excessive debris.
What you must do ...	Contact your Kenworth Dealer to schedule an appointment for inspection.

Please contact a Kenworth dealership to schedule an appointment for this inspection. If this work was already performed, please disregard this letter. You can find your nearest Kenworth dealer using Dealer Locator at www.Kenworth.com.

When contacting your Kenworth dealer, refer to campaign **PSB A002** and the VIN listed on this letter. The inspection will take approximately **1.0 hour**. If evidence of gear tooth wear is found, the carrier and hub must be replaced. This replacement will require approximately 5.0 hours, depending on vehicle configuration, part availability, and dealer scheduling. There will be no charge to you if the work is completed within Standard Warranty (excludes Extended Warranty) or by **01/01/2021**, whichever is greater. We apologize for this inconvenience but ask for your cooperation to ensure your continued satisfaction with Kenworth products.

If you require further information about this campaign, reimbursement of a pre-notification remedy associated with this campaign, or experience any difficulty in making arrangements for this repair, please contact Kenworth Customer Service and provide your name, your dealer's city and state, your phone number, your email address (optional), the last 8 digits of your VIN, the bulletin number, and any question or concern you may have. You can reach Kenworth Customer Service using the below information:

Email: Kenworth.Campaigns@paccar.com with the bulletin number in the subject line;

or

Mail: Kenworth Truck Company, P.O. Box 1000, Kirkland, WA 98083-1000, Attn: Customer Service Department;

or

Phone: 425-828-5888.

If you no longer own this vehicle, we would appreciate you advising us of the new owner's name.

Thank you,

Annick Hollingsworth
Director of Service Platforms
Kenworth Truck Company

VIN: [VIN List]

Select the date.

CAMPAIGN LETTER

This notice applies to your vehicle. Your VIN(s) can be found on the bottom or back of this page.

Subject: A002 PACCAR 40K Forward Rear Axle Pinion Side Gear Incorrectly Heat Treated
EXPIRATION DATE: 1/1/2021

Dear Peterbilt Customer,

Peterbilt is pleased to inform you that your vehicle is eligible to receive a free inspection of the pinion side gears in the forward rear axle. Due to improper heat-treatment of the pinion side gears, some vehicles may experience excessive vibration or a 'knocking' noise. The free inspection will determine if replacement of the carrier and hubs of the forward rear axle is required. However, no action is required if your mileage exceeds 120,000 miles and no vibration or noise is evident.

What is Peterbilt improving?

Pinion side gears that may have been incorrectly manufactured.

What will this improvement do?

Correct excessive vibration or noise in the forward rear axle.

What should you do?

Contact your dealer immediately to schedule an appointment.

Please contact a Peterbilt dealership to schedule an appointment. To find your Peterbilt dealer, please visit the Dealer Locator at www.Peterbilt.com or scan the QR code. When contacting your dealer, refer to campaign A002 and the VIN(s) listed within this letter. This improvement will take approximately 1.0 hour of labor depending on vehicle configuration and dealer scheduling. If the inspection and repair are completed within standard warranty or by January 1, 2021, whichever is later, there will be no charge to you.

We look forward to the opportunity to deliver this product improvement as part of our effort to provide the highest levels of customer satisfaction and service expertise. We value your business and appreciate your ongoing loyalty to Peterbilt and its dealer network. Industry-leading quality, performance and reliability are hallmarks of Peterbilt products, and we thank you for making Peterbilt your truck of choice.

Sincerely,



Michelle Ponsonby
Director of Customer Service
Peterbilt Motors Company

Scan this QR code to open the
Peterbilt Dealer Locator.

