

Case Dealer Code: T425**Contact Information**

Contact:

Phone:

Fax:

Company:

Title:

Department:

Email:

Address:

KEYSER DIVISION

H.C. ROUTE 1, BOX 89B

KEYSER, WV, United States 26726-

Feedback Case Information

ID: 1720987

Description: - Product Feedback

Assigned To: Michael Lantz Redacted

Type: Product Feedback

Priority: 1 - High

Details

Chassis #: 163560

Breakdown #:

Consumer Name: Redacted

Consumer Phone #:

Truck Model: W900

Truck Model Year: 2007

Build Date: 06/09/2006

Odometer: 121006

Odometer Units: Miles

Resolution Codes

ATA 1: COOLING SYSTEM - 42

ATA 2: FAN - 3

ATA 3: FAN - 1

Customer Information

ID: 1924

Customer:

Notes

**** Entered By: MichaelL @ 11/19/2007 02:17 PM ****

Customer had the Horton fan hub blow apart. Customer feels Kenworth is responsible because they knew about fan hub issues because he got a notice on one of his other trucks. Fan hub damaged the rad and other parts.

Called the dealership and spoke to Bob. Bob states he has already talked to Dan Boone and they have agreed to help with some parts. Customer still has a \$1600.00 bill at the dealership and does not feel he is responsible for it. Bob also states this chassis was not on the affected truck list for the Horton Hub issue.

Called customer back and stated he should contact the dealership again to see if they would be willing to help him out.

Case Dealer Code: P184

Contact Information

Contact: [Redacted]
Phone: [Redacted]
Fax: [Redacted]
Company: [Redacted]
Title: [Redacted]
Department:
Email:
Address:
2900 GIBSON ST.
BAKERSFIELD, CA, United States 93308-

Feedback Case Information

ID: 1763113
Description: - Product Feedback Redacted
Assigned To: Michael Lantz
Type: Product Feedback
Priority: 1 - High

Details

Chassis #: 203921
Breakdown #:
Consumer Name: Redacted
Consumer Phone #:
Truck Model: T600
Truck Model Year: 2007
Build Date: 03/27/2007
Odometer: 53656
Odometer Units: Miles

Resolution Codes

ATA 1: COOLING SYSTEM - 42
ATA 2: FAN - 3
ATA 3: FAN - 1

Customer Information

ID: 1068
Customer: [Redacted]

Notes

**** Entered By: MichaelL @ 02/04/2008 10:43 AM ****

Customer does not have any complaints against the dealership or the service they have provided him. The truck had a fan hub repair not too long ago and not the fan hub has failed today. The truck is being towed to P184 today. Selling dealership is M450.

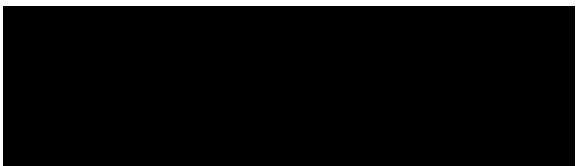
Customer is concerned about all of the downtime he has had with his truck. He wants Kenworth to make his truck payments and pay for all of his downtime. If that is not an option, he wants Kenworth to buy the truck back from him.

Action Required: Please contact customer to discuss.

Case Dealer Code: 0999

Contact Information

Contact:
Phone:
Fax:
Company:
Title:
Department:
Email:
Address:
5701 SW 5TH ST
OKLAHOMA CITY, OK, United States 73128-



Feedback Case Information

ID: 1771530
Description: - Product Feedback
Assigned To: Michael Lantz Redacted
Type: Product Feedback
Priority: 1 - High

Details

Chassis #: 210718
Breakdown #:
Consumer Name: Redacted
Consumer Phone #:
Truck Model: T600
Truck Model Year: 2008
Build Date: 02/26/2007
Odometer: 140000
Odometer Units: Miles

Resolution Codes

ATA 1: COOLING SYSTEM - 42
ATA 2: FAN - 3
ATA 3: FAN - 1

Customer Information

ID: 1596
Customer:



Notes

**** Entered By: MichaelL @ 02/18/2008 11:42 AM ****

Customer is calling in because the fan went through the radiator. Customer states none of the repair is being covered under warranty. He has 6 other truck and all of them have done the same thing. He wants to talk to someone from Kenworth about the issues he is having.

Action Required: Please contact customer to discuss.

CONTACT RECORD NUMBER 15 - 1399

DLR CODE/NAME: T056 KW SALES-SPOKANE	PLT-CHASSIS: R 184623
CONTACT DATE: 03/07/07	NO. OF TRUCKS: 001
TRANSMIT DATE: 03/07/07	TRUCK MODEL: W900B
CONTACT TYPE: T	MILEAGE: 48017
POLICY: Y	TRUCK APPL: N
REPORTED BY: WAYNE BEAL	BUILD DATE: 09/18/06
TAKEN BY: CARL GARROD	DELIVERY DATE: 10/09/06
CUST. TELE. NO:	TOSS CODE: 050000
CUSTOMER NAME:	PRE-AUTH NO:
ATA CODE 1: 000-000	DESCRIPTION: NONE
ATA CODE 2: 042-003	DESCRIPTION: FAN BLADE, CLUTCH, SENDE
ATA CODE 3:	DESCRIPTION:

CONTACT RECORD TEXT:

RE: FAN HUB FAILED AND WENT INTO RADIATOR

Redacted

F
J
.

CONTACT RECORD NUMBER 32 - 2548

DLR CODE/NAME: G982 PERFORMANCE KW	PLT-CHASSIS: R 151842
CONTACT DATE: 07/06/06	NO. OF TRUCKS: 001
TRANSMIT DATE: 07/10/06	TRUCK MODEL: W900B
CONTACT TYPE: T	MILEAGE: 22346
POLICY: Y	TRUCK APPL: G
REPORTED BY: SAM MCMANUS	BUILD DATE: 02/22/06
TAKEN BY: LARRY COX	DELIVERY DATE: 03/22/06
CUST. TELE. NO:	TOSS CODE: 050000
CUSTOMER NAME:	PRE-AUTH NO:
ATA CODE 1: 000-000	DESCRIPTION: NONE
ATA CODE 2: 042-003	DESCRIPTION: FAN BLADE, CLUTCH, SENDE
ATA CODE 3:	DESCRIPTION:

CONTACT RECORD TEXT:

Redacted

CUSTOMER COMPLAINT OF FAN HUB COMMING APART.

THIS TRUCK WAS TOWED IN TO OUR KENWORTH DEALER IN FONTANA, CA. WITH THE FAN HUB FAILURE. THE CUSTOMER WAS CHARGED \$800 AND PAID WITH A COM CHECK.

Redacted

CONTACT RECORD NUMBER 45 - 0006

DLR CODE/NAME: M777 MTC KENWORTH INC	PLT-CHASSIS: J 156689
CONTACT DATE: 11/20/06	NO. OF TRUCKS: 001
TRANSMIT DATE: 11/24/06	TRUCK MODEL: T800B
CONTACT TYPE: T	MILEAGE: 42929
POLICY: Y	TRUCK APPL: D
REPORTED BY: D.J. DERIN	BUILD DATE: 02/22/06
TAKEN BY: TOM TAHANEY	DELIVERY DATE: 03/29/06
CUST. TELE. NO:	TOSS CODE: 000105
CUSTOMER NAME:	PRE-AUTH NO:
ATA CODE 1: 042-003	DESCRIPTION: FAN BLADE, CLUTCH, SENDE
ATA CODE 2:	DESCRIPTION:
ATA CODE 3:	DESCRIPTION:

CONTACT RECORD TEXT:

Redacted

FAN HUB FAILED AND ALLOWED THE FORWARD SIDE OF THE HUB TO TIP INTO THE
RADIATOR.
RADIATOR AND BLADE WERE DAMAGED.
M777 WILL: - REPLACE THE FAN HUB. EXCESSIVE HEAT DAMAGE WILL NOT ALLOW
IT TO BE REBUILT.
- REPLACE THE DAMAGED BLADE AND RADIATOR.
SUPPORT FOR THE REPAIR IS OUTLINED ABOVE.

CONTACT RECORD NUMBER 41 - 9997

DLR CODE/NAME: L500 LONG ISLAND KW	PLT-CHASSIS: J 161423
CONTACT DATE: 10/30/06	NO. OF TRUCKS: 001
TRANSMIT DATE: 11/14/06	TRUCK MODEL: T800B
CONTACT TYPE: T	MILEAGE: 7054
POLICY: Y	TRUCK APPL: Z
REPORTED BY: JIMMY MARTINEZ	BUILD DATE: 03/02/06
TAKEN BY: TOM TAHANEY	DELIVERY DATE: 09/22/06
CUST. TELE. NO:	TOSS CODE: 000102
CUSTOMER NAME:	PRE-AUTH NO:
ATA CODE 1: 042-002	DESCRIPTION: RADIATOR, SHROUD, SUPPORT
ATA CODE 2: 042-003	DESCRIPTION: FAN BLADE, CLUTCH, SENDE
ATA CODE 3:	DESCRIPTION:

CONTACT RECORD TEXT:

Redacted

TRUCK DOWN, INCIDENT #

FAN HUB WAS LOOSE IN ITS MOUNTING AND ALLOWED THE BLADE TO FALL INTO THE RADIATOR.
SHROUD WAS ALSO DAMAGED.
DEALER REPLACED THE NECESSARY COMPONENTS.
DEALER CAN PROVIDE PHOTOS OF THE LOOSE MOUNTING BOLTS FOR THE HUB.
SUPPORT FOR THE REPAIR IS OUTLINED ABOVE.

CONTACT RECORD NUMBER 10 - 2180

DLR CODE/NAME: C010 CENTRAL CALIF KW	PLT-CHASSIS: J 164823
CONTACT DATE: 09/12/06	NO. OF TRUCKS: 001
TRANSMIT DATE: 09/12/06	TRUCK MODEL: T600B
CONTACT TYPE: T	MILEAGE: 94387
POLICY: Y	TRUCK APPL: G
REPORTED BY: WES MCGARY	BUILD DATE: 02/17/06
TAKEN BY: BRUCE WEBSTER	DELIVERY DATE: 04/04/06
CUST. TELE. NO. 661-323-2931	TOSS CODE: 050591
CUSTOMER NAME:	PRE-AUTH NO:
ATA CODE 1: 000-000	DESCRIPTION: NONE
ATA CODE 2: 042-002	DESCRIPTION: RADIATOR, SHROUD, SUPPORT
ATA CODE 3: 042-003	DESCRIPTION: FAN BLADE, CLUTCH, SENDE

CONTACT RECORD TEXT:

RE: HORTON # F17-1000-337 FAN CLUTCH , F97-1102 AND SA# BW15C010-05

WARRANTY: MISC PARTS AND LABOR TO INSTALL KW-FURNISHED RADIATOR AT C010. OTHER MAJOR REPAIRS AND PARTS REPLACED THROUGH I133 . ALL 05.

042-003: CHASSIS EXPERIENCED CATASTROPHIC FAILURE OF HORTON F17-1000-337 ENGINE COOLING FAN CLUTCH. MAJOR REPAIRS WERE ACCOMPLISHED AT I133, WITH THE EXCEPTION OF RADIATOR REPAIRS. THIS DUE TO LEAD TIME OF PARTS AND CUSTOMER SCHEDULING CONFLICTS. I133 MADE TEMPORARY REPAIRS TO X5601-20 RADIATOR BY "PINCHING OFF" DAMAGED TUBES SO THAT J164823 COULD BE OPERATED.

042-002: NOW THAT J164823 IS AT SELLING DEALER ,C010, THE CUSTOMER WILL HAVE TIME TO COMPLETE THE REPAIRS INITIATED THROUGH I133 IN ALBUQUERQUE,NM. BASED ON THE NUMBER OD TUBES ELIMINATED BECAUSE OF

Redacted

Redacted

CONTACT RECORD NUMBER 10 - 2206

DLR CODE/NAME: I133 INLAND KW	PLT-CHASSIS: J 177875
CONTACT DATE: 11/15/06	NO. OF TRUCKS: 001
TRANSMIT DATE: 11/16/06	TRUCK MODEL: T600B
CONTACT TYPE: F	MILEAGE: 43147
POLICY: Y	TRUCK APPL: G
REPORTED BY: DON BALESTRIERI	BUILD DATE: 05/16/06
TAKEN BY:	DELIVERY DATE: 06/05/06
CUST. TELE. NO: 5	TOSS CODE: 050091
CUSTOMER NAME: PETERSON TRKG.	PRE-AUTH NO:
ATA CODE 1: 000-000	DESCRIPTION: NONE
ATA CODE 2: 042-003	DESCRIPTION: FAN BLADE, CLUTCH, SENDE
ATA CODE 3:	DESCRIPTION:

CONTACT RECORD TEXT:

RE: C-A-049 AND HORTON F17-1000-337 FAN CLUTCH FOR CAT' C-15

WARRANTY: \$4,797.62 PARTS \$2,207.52, LABOR \$756.50, SUBLETS \$1,833.60.
,WHICH INCLUDE TOWING AND REPLACING THE RADIATOR CORE. RESP.<<05>>
HORTON.

042-003: I133 REPORTS MAJOR FAILURE OF HORTON ENGINE COOLING FAN CLUTCH. THIS OCCURRED IN EASTERN NEW MEXICO, NEAR TUCUMCARI, WHERE THERE ARE VERY MINIMAL TRUCK REPAIR FACILITY OPTIONS. THEREFORE, J177875 WAS TOWED (\$1,500) TO I133 FOR REPAIRS. IT WAS DETERMINED THAT THE "NOSE BEARING" FOR THE FAN CLUTCH FAILED CAUSING THE THE FAN CLUTCH AND ENGINE COOLING FAN TO DETACH AND GO INTO THE RADIATOR AT HIGH ENGINE RPM/FAN SPEED. THIS RENDERED J177875 UN DRIVEABLE AND REQUIRED REPLACEMENT OF SEVERAL CONSEQUENTIAL COMPONENTS LIKE RADIATOR FAN SHROUD AND RADIATOR CORE.

CONTACT RECORD NUMBER 11 - 3023

DLR CODE/NAME: W370 WICHITA KW	PLT-CHASSIS: J 179836
CONTACT DATE: 11/03/07	NO. OF TRUCKS: 001
TRANSMIT DATE: 11/26/07	TRUCK MODEL: W900B
CONTACT TYPE: T	MILEAGE: 164379
POLICY: Y	TRUCK APPL: G
REPORTED BY: MARVIN MOORE	BUILD DATE: 11/30/06
TAKEN BY:	DELIVERY DATE: 01/05/07
CUST. TELE. NO: .	TOSS CODE: 050000
CUSTOMER NAME: TLM EXPRESS	PRE-AUTH NO:
ATA CODE 1: 000-000	DESCRIPTION: NONE
ATA CODE 2: 042-003	DESCRIPTION: FAN BLADE, CLUTCH, SENDE
ATA CODE 3:	DESCRIPTION:

CONTACT RECORD TEXT:
CHARGE 92 CENTRAL REGION POLICY
RE: FAN HUB FAILURE

Redacted

MARVIN MOORE CALLED AND INFORMED ME THAT THE CUSTOMER ASKED THAT THE SECONDARY DAMAGE CAUSED BY THE HORTON FAN HUB FAILURE BE COVERED.

Redacted

CONTACT RECORD NUMBER 10 - 2405

DLR CODE/NAME: I137 INLAND KW	PLT-CHASSIS: J 217920
CONTACT DATE: 05/06/08	NO. OF TRUCKS: 001
TRANSMIT DATE: 05/09/08	TRUCK MODEL: T800B
CONTACT TYPE: V	MILEAGE: 42783
POLICY: Y	TRUCK APPL: G
REPORTED BY: JOHN O'CONNOR	BUILD DATE: 04/10/07
TAKEN BY:	DELIVERY DATE: 08/09/07
CUST. TELE. NO:	TOSS CODE: 050091
CUSTOMER NAME: MOBIL FORCE TNSPT.	PRE-AUTH NO:
ATA CODE 1: 000-000	DESCRIPTION: NONE OR OTHER
ATA CODE 2: 042-003	DESCRIPTION: FAN
ATA CODE 3:	DESCRIPTION:

CONTACT RECORD TEXT:

RE: C-A-049 AND HORTON F17-6005-5122 FAN CLUTCH FOR CUMMINS ISM

Redacted

042-003: I137 REPORTS MAJOR FAILURE OF HORTON ENGINE COOLING FAN CLUTCH. THIS OCCURRED IN SOUTHERN ARIZONA., THERE ARE VERY MINIMAL TRUCK REPAIR FACILITY OPTIONS. THEREFORE, J217920 WAS TOWED (\$) TO I137 FOR REPAIRS. IT WAS DETERMINED THAT THE "NOSE BEARING" FOR THE FAN CLUTCH FAILED CAUSING THE THE FAN CLUTCH AND ENGINE COOLING FAN TO DETACH AND GO INTO THE RADIATOR AT HIGH ENGINE RPM/FAN SPEED. THIS RENDERED J217920 UN DRIVEABLE AND REQUIRED REPLACEMENT OF SEVERAL CONSEQUENTIAL COMPONENTS LIKE RADIATOR FAN SHROUD AND RADIATOR CORE.

CONTACT RECORD NUMBER 32 - 2770

DLR CODE/NAME: T180 MHC KW DALLAS	PLT-CHASSIS: R 227016
CONTACT DATE: 06/20/08	NO. OF TRUCKS: 001
TRANSMIT DATE: 06/20/08	TRUCK MODEL: T600B
CONTACT TYPE: V	MILEAGE: 174526
POLICY: Y	TRUCK APPL: G
REPORTED BY: EVA BELL	BUILD DATE: 08/03/07
TAKEN BY: LARRY COX	DELIVERY DATE: 08/24/07
CUST. TELE. NO:	TOSS CODE: 920000
CUSTOMER NAME:	PRE-AUTH NO:
ATA CODE 1: 000-000	DESCRIPTION: NONE
ATA CODE 2: 042-003	DESCRIPTION: FAN
ATA CODE 3:	DESCRIPTION:

CONTACT RECORD TEXT:

NSR FOR INFORMATION AND APPROVAL FOR DEALER TO FILE A CLAIM FOR REPAIRS.

CHARGE: REGIONAL POLICY

Redacted

RO 320978

CUSTOMER COMPLAINT OF FAN HUB COMING APART ALLOWING FAN TO BREAK AND DAMAGE RADIATOR.

CUSTOMER'S TRUCK WAS TOWED TO THE SHOP BECAUSE THE HORTON FAN HUB HAD COME APART AND ALLOWED THE FAN TO BREAK AND DAMAGE THE RADIATOR.

I RECEIVED A CALL FROM BEN BRIGHT DSM FOR THE DEALER SHIP THAT SOLD THIS TRUCK. HE REQUESTED ME TO ISSUE POLICY FOR THIS CUSTOMER IN THE REPAIR.

Redacted

CONTACT RECORD NUMBER 16 - 0869

DLR CODE/NAME: P256 PAPE' TRUCKS INC	PLT-CHASSIS: R 181723
CONTACT DATE: 01/30/09	NO. OF TRUCKS: 001
TRANSMIT DATE: 01/30/09	TRUCK MODEL: T800B
CONTACT TYPE: T	MILEAGE: 230000
POLICY: Y	TRUCK APPL: R
REPORTED BY: JON HOLDORF	BUILD DATE: 09/27/06
TAKEN BY: CHUCK SPANI	DELIVERY DATE: 11/13/06
CUST. TELE. NO.	TOSS CODE: 910000
CUSTOMER NAME:	PRE-AUTH NO:
ATA CODE 1: 000-000	DESCRIPTION: NONE
ATA CODE 2: 042-003	DESCRIPTION: FAN
ATA CODE 3:	DESCRIPTION:

CONTACT RECORD TEXT:
RE: FAN HUB BEARING FAILED

Redacted

CHARGE: REGION POLICY

COMPLAINT: CHASSIS EXPERIENCED HORTON FAN HUB BEARING FAILURE WHICH CONTINUED WITH PROGRESSIVE DAMAGE TO FAN BLADE, RADIATOR AND SHROUD. CUSOTMER IS IN PROCESS OF TAKING DELIVER OF FOUR NEW T800 CHASSIS AND

Redacted