

From: [REDACTED]
Sent: Monday, May 02, 2016 1:55 PM
To: PB Service Engineering
Subject: RE: [External Message] - VIN [REDACTED]

Follow Up Flag: Follow up
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Categories: Red Category

Do you know if this is an option when a truck is ordered? Since we had a couple recent requests, I wonder if this option should be called out more often.

-Joe

From: PB Service Engineering
Sent: Monday, May 02, 2016 1:23 PM
To: [REDACTED]
Subject: RE: [External Message] - VIN 231997

Use N4149001 and W8270001 mounting kit.

Gabe had one just like this last week!

From: [REDACTED]
Sent: Monday, May 02, 2016 3:19 PM
To: PB Service Engineering
Subject: FW: [External Message] - VIN [REDACTED]

Good afternoon.

The dealer/customer below would like to add a cooler to the power steering system on chassis [REDACTED] Is this something that Parts Research can help them with, or do I need help from engineering?

Thank you,

[REDACTED]

Chassis [REDACTED]
Model 337
Built 12/19/13
Mileage 50,948

From: [REDACTED]
Sent: Monday, May 02, 2016 12:24 PM
To: [REDACTED]
Cc: [REDACTED]
Subject: [External Message] - VIN [REDACTED]

[This message was sent to you from outside the PACCAR Network]

Joe- Interstate Oil brought one of their 2014 337 Peterbilt propane trucks in with a complaint of "steering locks up". It has 50948 miles. The complaint conditions are low speed, tight turning while maneuvering in the customer's yard. Our paclease division has inspected the truck in the past and found no problems. It is difficult to duplicate the complaint but the customer is positive that it is happening. I was unable to duplicate the complaint at first. I performed the TRW pump and gear testing as per form TRW-900B. During the testing procedure I was able to duplicate the complaint. After completing a full left turn, the steering locked up while beginning to turn to the right. I sent the test results to TRW. Their reply was that the application is getting hotter than is recommended for the system. They said that is not warrantable. They said to contact my DSM and recommend that a power steering cooler be added.

Robert M. Robles

Service Technician

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