

From: [REDACTED]
Sent: Thursday, September 28, 2017 5:59 AM
To: PB Service Engineering
Subject: RE: S/N [REDACTED]

Follow Up Flag: Follow up
Flag Status: Flagged

Categories: Red Category

Perfect thanks for the info

If you have any questions or concerns please do not hesitate to contact me!

Thank you "Bert"

Sean "Bert" Pinard
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Northeast Region
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From: PB Service Engineering
Sent: Thursday, September 28, 2017 8:57 AM
To: Sean Pinard
Subject: RE: S/N [REDACTED]

A Model 337 would never get a power steering cooler. We don't require those until you get into the 20K front axle weight rating range or a dual steering gear, of which neither is available on a 337. You have to step up to the Model 348.

If TRW thinks the customer would benefit from a power steering cooler based on their duty cycle, they would need to document excessive temperatures and provide a statement to Peterbilt engineering requiring a power steering cooler for a simple box truck application with a 12K front axle rating. Our TRW engineering contacts have never documented such a requirement of Peterbilt engineering.

That being said, I can provide a part number for an available power steering cooler that will mount to the front of the cooling module if the customer (or TRW) want to purchase one. It would be N4149001 with the W8270001 mounting kit.

From: Sean Pinard
Sent: Thursday, September 28, 2017 7:36 AM
To: PB Service Engineering
Subject: FW: S/N [REDACTED]

Good morning, I got a call on this unit and am being told the customer is having an intermittent steering binding. The gear and pump have been changed the front end has been checked multiple times. The complaint has never been confirmed by the dealer.

It is my understanding the customer has been talking to someone at TRW ([REDACTED]) and is being told based on the application – refrigerated box truck for local delivery the unit should have been built with a P/S Cooler. It is also my understanding other units in this fleet do not have a cooler and do not have the issue however they are older units.

Can you advise me on the guidelines engineering would use for determining if a unit would require a cooler or not? Customer now is under the impression the unit has not been built correctly. Yes this unit is now 42 months old and the first repairs went past the warranty so are not logged in our system. Thank you

If you have any questions or concerns please do not hesitate to contact me!

Thank you “Bert”

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From: Keith Larson [<mailto:klarson@peterbiltofct.com>]
Sent: Thursday, September 21, 2017 11:25 AM
To: Sean Pinard
Subject: Re: S/N [REDACTED]

Hi Bert,

According to what [REDACTED] at the TRW hot line is telling him the truck should have had a power steering cooler on it when it was built for the application it was doing. He thinks the truck was built by Peterbilt wrong. I told him already that Peterbilt Motors would not build a truck without a cooler if the application needs one. He is concerned because the steering locks up without notice. His drivers are refusing to drive the truck because they don't want to get in an accident. I would like you to check with engineering to see if putting a cooler on may cure the issue. Has anybody else with the same set up 337 with THP60 box on a straight truck with no P/S cooler complained of steering locking up?

Thanks,

[REDACTED]

From: [Sean Pinard](#)
Sent: Thursday, September 21, 2017 10:48 AM
To: [REDACTED]
Subject: RE: S/N [REDACTED]

This truck is now 42 months old, I would have to dig in with engineering but if it was in a situation to need a cooler it would have been engineered with one.

If he wants to put a cooler on it he can. I am not sure where he wants it to go with us?

If you have any questions or concerns please do not hesitate to contact me!

Thank you "Bert"

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From: Keith Larson [<mailto:klarson@peterbiltofct.com>]
Sent: Thursday, September 21, 2017 10:45 AM
To: Sean Pinard
Subject: S/N [REDACTED]

Good Morning Bert,

I received a call from Ruff Trucking regarding a steering issue with this truck. Right now it has approx. 146,000 miles on it. The complaint is that sometimes the steering locks up. We had it in two (2) times back in 2015, but could not duplicate the issue. We installed a pump on it in July of 2015 even though everything tested out okay. Then in December we put a steering box on it. That was the last time we saw the truck. Now the customer said he has still been having the same issue. Intermittent steering loss. His mechanic called TRW hotline and was informed that it should have had a cooler on it for what he is using it for. It's a refrigerated box truck 26'. Now he is saying the truck was built wrong. He is going to put a cooler on it per what Dave at TRW told him the problem is. Let me know your thoughts.

Thanks,

