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From: ██████████
Sent: Friday, June 24, 2016 12:52 PM
To: PB Service Engineering
Subject: RE: C238, FM ██████████ Steering Complaint.

Sorry . meant cooler.

From: PB Service Engineering
Sent: Friday, June 24, 2016 3:51 PM
To: Bud Ralf
Subject: RE: C238, FM ██████████ Steering Complaint.

Do you mean the pump or the cooler?

And I am not sure what they mean by a known issue.....

Records found:

☐ **3J10-A01-AAC POWER STEERING PUMP**

[PickList\(\)](#) [P & A](#) [SupportLink](#) [KB](#)

POWER STEERING PUMP

D97-1237-009 INSTL - POWER STRG PUMP

D97-1237-015 INSTL - POWER STRG PUMP

NOTE: USE LOCTITE 243 W/ POWER STRG

PUMP MOUNTING HARDWARE

- | | | | |
|--------------------------|-----------------------|------------------------------------|---|
| ☐ | PEV2216-18R101 | PUMP- POWER STEERING | 1 |
| ☐ | 4988280 | Gasket, Power Steering Pump | 1 |
| ☐ | 27-00784-035 | Hex Bolt (M10 x 1.50 x 35mm) | 2 |
| ☐ | 27-00790-006 | Flat Washer (3/8") | 2 |

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From: ██████████
Sent: Friday, June 24, 2016 2:32 PM
To: PB Service Engineering
Subject: RE: C238, FM ██████████, Steering Complaint.

Also, do you know the part # 's for the pump installation including the pump?

From: ██████████
Sent: Friday, June 24, 2016 3:30 PM
To: PB Service Engineering
Subject: FW: C238, FM 307433, Steering Complaint.

Hi guys,

I am going to have this dealer install a power steering cooler for this unit. Have you heard of this issue before and has a cooler fixed it ? When unit gets hot there is a loss of power assist to the steering. TRW told the dealer this is a

known issue but would not comment further. They instructed them to contact me for an explanation. I can only assume it is because a cooler fixes the issue...

Bud

From: Jason Dunlop [<mailto:JDunlop@cervusequipment.com>]
Sent: Friday, June 24, 2016 2:06 PM
To: Bud Ralf
Subject: RE: C238, FM [REDACTED] Steering Complaint.

Good afternoon [REDACTED]

The unit has been returned to us with the same complaint. We have taken the unit for two road tests. Each time duplicating the conditions the driver provided. Neither time the steering displayed any problem. Using the drivers statement we completed the TRW diagnostic steps. All checked out fine. We then contacted TRW hotline. They advised us to contact our PB Motors DSM for repair direction.

Best regards,



People. Power. Service.™

Jason Dunlop
JDunlop@cervusequipment.com
Service Manager
Cervus Equipment, Transportation - Peterbilt, Whitby
1311 Hopkins Street Whitby, Ontario L1N 2C2
T 905-665-8888 ext. 8803 | C 905-439-5830 | F 905-665-9422 |

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From: Bud Ralf [<mailto:Bud.Ralf@PACCAR.com>]
Sent: Monday, June 06, 2016 4:45 PM
To: Jason Dunlop <JDunlop@cervusequipment.com>
Subject: RE: C238, FM [REDACTED] Steering Complaint.

As discussed at noon today, you will confirm the complaint and contact me with your recommendation and request.
Thanks !

Bud

From: Jason Dunlop [<mailto:JDunlop@cervusequipment.com>]
Sent: Monday, June 06, 2016 9:03 AM
To: Bud Ralf
Subject: C238, FM 307433, Steering Complaint.

Good morning Bud,

Sav-Tech (PacLease) has brought their unit in for an intermittent steering complaint. During constant turn (typically an on-ramp) the steering wheel feels like it has momentarily lost power assist. This has happened twice recently. We initially flushed the fluid and replaced the filter. The driver took the unit and it occurred again.

We completed the TRW checklist and contacted TRW Tech support. They recommend we flush the system and refill with Transynd. Their diagnosis was the fluid was getting too hot causing the loss of assist. If this did not repair the complaint they recommended a power steering fluid cooler.

The unit has returned with the driver stating the intermittent loss of steering complaint.

We have taken it out on an extended road test but cannot confirm the complaint.

This unit was not equipped with a power steering cooler. Can you provide the information necessary, or assist in diagnosing, to remedy this?

The unit is under chassis and engine extended warranty coverage.

Vehicle Info:

- VIN: [REDACTED]
- Delivery Date: 03/30/15
- Mileage: 56 982 km's
- Repair history:
 - 05/14/16, 52084 km, flush power steering system.
 - 05/18/16, 53000 km, flush with Transynd, complete TRW checks

Best regards,



People. Power. Service.™

Jason Dunlop

JDunlop@cervusequipment.com

Service Manager

Cervus Equipment, Transportation - Peterbilt, Whitby

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