

[REDACTED]

From: [REDACTED]
Sent: Friday, August 19, 2016 8:41 AM
To: PB Service Engineering
Subject: RE: JW AGRICORP

We have run the pressure tests, we have also installed heat strips on the gears. The gear temps have been from 200-230 max. I installed a cooler on one and it did not seem to completely resolve the issue. Reading below is the first I have heard the P/S pump was making noise. I asked them to confirm this and if so replace the pump.

JW32	PETERBILT	[REDACTED]	2016	579
JW33	PETERBILT	[REDACTED]	2016	579
JW34	PETERBILT	[REDACTED]	2016	579
JW35	PETERBILT	[REDACTED]	2016	579
JW36	PETERBILT	[REDACTED]	2016	COOLER DONE
JW37	PETERBILT	[REDACTED]	2017	579
JW38	PETERBILT	[REDACTED]	2017	579
JW39	PETERBILT	[REDACTED]	2017	579



From: PB Service Engineering
Sent: Friday, August 19, 2016 6:41 AM
To: [REDACTED]
Subject: RE: JW AGRICORP

We don't have any kind of on site rep for TRW. I'm sure there is some kind of engineering contact.

What has the dealer done besides check temperatures? Did the TRW tell them to run a full steering system test, i.e. pressures, flow rates, etc.? That is the typical course of action.

From: [REDACTED]
Sent: Thursday, August 18, 2016 5:10 PM
To: PB Service Engineering
Subject: FW: JW AGRICORP

Do you guys know if we have a TRW rep, I need to get some answers or help from them. I tried to get some help from their help line. Thanks

From: Matt Biorn [<mailto:MBiorn@jgpete.com>]
Sent: Thursday, August 18, 2016 12:31 PM
To: [REDACTED]
Subject: JW AGRICORP

██████ I AM SENDING YOU THIS EMAIL IN REGARDS OF JW AG ABOUT THE PREVIOUS POWER STEERING ISSUES LIKE LOUD WHINING NOISES COMING FROM P/S PUMP AND A LOSS OF STEERING COMPLETELY, AND ALSO INTERMITTENT STEERING LOSS. WE HAVE ATTEMPTED TO FIX ONE TRUCK BY INSTALLING P/S COOLER WHICH THEY NOW SAY TRUCK IS STILL WHINING AND HAVING GRABBING OCCURANCES. IN REGARDS TO THAT WHEN I HAVE TALKED TO TRW TROUBLE SHOOTING TEAM, TRW HAD EXPLAINED THAT IF BEFORE THE COOLER WAS INSTALLED HIGH HEAT DAMAGE COULD HAVE POSSIBLY FAILED SOMETHING IN THE P/S PUMP AND OR STEERING GEAR BOX. WE HAVE RECENTLY INSTALLED STICKER THERMOMETERS ON BOTH P/S PUMP AND GEAR BOX TO MEASURE THE HEAT OF SYSTEM, THE HIGHEST TEMP. THAT WE HAVE RECORDED WAS 230 DEGREES WHICH THE SPEC FOR AN OVERHEATING ISSUE WOULD BE AROUND 250 DEGREES ARE WE CLOSE ENOUGH TO THAT TEMP. TO CAUSE FAILURE OR ARE WE LOOKING AT ANOTHER UNDETERMINED ISSUE. PLEASE LET ME KNOW WHAT ELSE WE CAN DO TO GET THESE TRUCKS FIXED AS SOON AS WE CAN. THANKS GABE LET ME KNOW IF YOU NEED ANY MORE INFORMATION

THANKS,

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