

Division of PACCAR

FEDERAL RECALL CAMPAIGN 05KW3

C500, T2000, W900, T800 & T600 MODELS BUILT AT CHILlicothe AND RENTON FACTORIES JANUARY 1, 2004 THROUGH DECEMBER 31, 2004 WITH NEWAY ADxxx REAR SUPENSION

Kenworth Truck Company has decided that a defect which relates to motor vehicle safety exists in C500, T2000, W900, T800 & T600 models built at the Chillicothe and Renton factories January 1, 2004 through December 31, 2004 with Holland/Neway ADxxx rear suspension. It was discovered that some of the transverse beam castings were not made to proper specifications. A total of 1007 U.S. and 937 Canadian trucks are involved in the campaign. The chassis list and a copy of the customer letter are attached. The DWC and SIR online systems indicate chassis involved in this recall with the designator of "05KW3" in the campaign field.

SITUATION

Kenworth Truck Company was notified by Holland USA that a defect may exist in certain Neway rear suspension sets. Some of the transverse beam castings were not made to proper specifications. If a casting were to break when traveling on the road, there is a potential for parts to become projectiles and the suspension's transverse beam may drop down low enough to contact the road surface causing sparks that could potentially ignite a fire.

RESOLUTION

Kenworth Truck Company has initiated a recall to replace the transverse beam in the rear suspension according to the attached procedure. Refer to the attached Holland Transverse Beam Replacement Procedure for the recall repair. Refer to the attached chassis/kit number list for parts ordering. Note that one kit is required for each axle; e.g. tandem axle requires two kits, and tridem will require three kits.

It is a violation of Federal law for a dealer to sell or lease new vehicles covered by this recall until the defect or noncompliance has been corrected.

PARTS

Parts are available through the Holland (Direct Ship Program) ordering procedure
Contact Holland, Customer Service, 1-888-396-6501 with ordering questions.

Fax orders to Dianna Radel @ Holland/Neway 800-356-3929

DSP Program Number: DSP88584-1

Part No. 48100436 or

Part No. 48100437

Parts must be returned. Please read the parts return instructions attached with this bulletin and enclosed with each T-Beam Kit.

Parts are to be returned with the Registration Tag information completed using the shipping labels provided in the recall kit.

Return address as follows:

U.S.

Holland USA
1950 Industrial Blvd.
Muskegon, MI 49443

Canada (whichever location is closer)

Holland Hitch of Canada, Ltd.	Holland Hitch Western, Ltd.
595 Athlone Ave.	17909 Roan Place
Woodstock, Ontario N43 7Z5	Surrey, British Columbia V3S 5K1

Contact Evans Transportation Services toll free at 1-800-886-7799 to arrange return shipment.

USE ONLY THIS SHIPPER TO RETURN PARTS FOR THIS RECALL.

WARRANTY

Use the following quick claims for warranty reimbursement.

05K3A for replacement of single drive axle.

05K3B for replacement of dual drive axles.

05K3C for replacement of Tridem drive axles.

The quick claims allow 1.5 hours per axle, parts at Dealer Net plus 30% markup, and \$65 U.S. currency for materials and labor to repaint each new transverse beam before installation.

The Quick Claims use:

Claim Type: C

ATA Code: 016-008-000

Failure Type: 705

Operation Code: 016-148

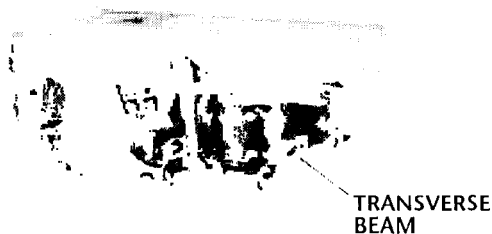
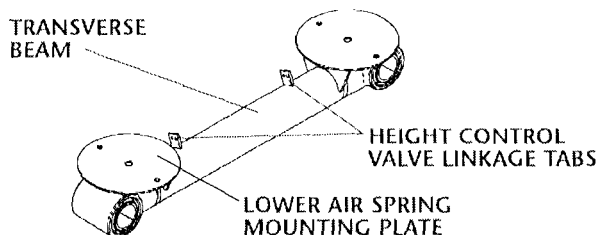


Figure 1



IMPORTANT:

DO NOT DESTROY THE BOX THAT THE NEW TRANSVERSE BEAM IS SHIPPED IN.

THE BOX WILL BE RE-USED TO RETURN THE OLD TRANSVERSE BEAM TO HOLLAND.

TIME REQUIRED

Holland recommends a maximum of 1.5 hours per axle for the transverse beam replacement procedure.

TOOLS REQUIRED

1. Torque Wrench - minimum 600 ft. lb. capacity
2. Torque Wrench Extension (for leverage)
3. 3-1/2" socket for 2-1/4" Heavy Hex Nut

NOTE: Use of pneumatic impact guns is not recommended for removal or installation of the Heavy Hex Nut.

TRANSVERSE BEAM REPLACEMENT AND RETURN PROCEDURE MANUAL



AD Series Air-Ride Suspensions

Special Replacement T-Beam Kit

Part Numbers

48100435
48100436
48100437
48100438
48100439

Kit Contents

- 1 - T-Beam with Bushings
- 1 - Fastener Kit
- 1 - Procedure Manual / Return Tags / Return Labels

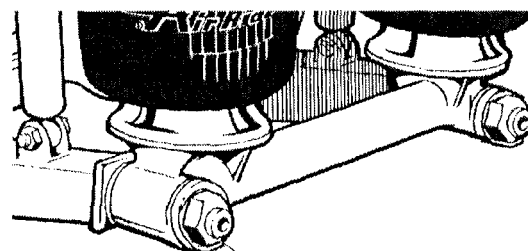
CLEANING PRIOR TO DISASSEMBLY

1. Clean the fasteners and pin shafts of the Transverse Beam connections prior to disassembly to help protect the threads.
2. Clean out the space between the Pin Shaft and the Heavy Hex Nut to remove dirt and debris. A piece of wire can help loosen trapped debris (Figures 2 and 4).

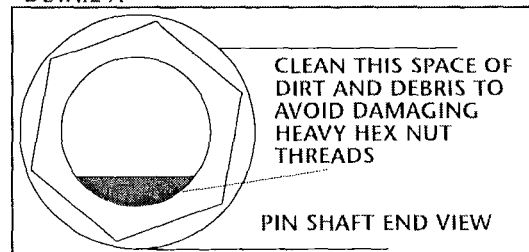


Always wear safety glasses when working on the suspension or eye injuries may occur.

Figure 2



DETAIL A



TRANSVERSE BEAM REPLACEMENT

REMOVING THE TRANSVERSE BEAM

1. It is recommended the vehicle be unloaded and wheels properly chocked prior to Transverse Beam replacement. Be sure you have adequate clearance beneath the vehicle to perform the work.

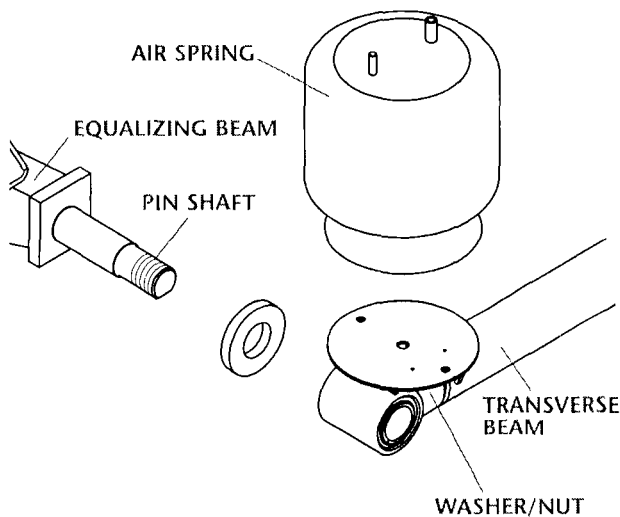
Raise vehicle's frame 2" above its standard ride height and support with adequate jack stands.

Note that the height control valves can be used to raise the vehicle.

▲WARNING Always use jack stands of sufficient strength and position them according to OEM recommendations. Failure to do so may cause the vehicle to fall, resulting in vehicle damage and/or personal injury.

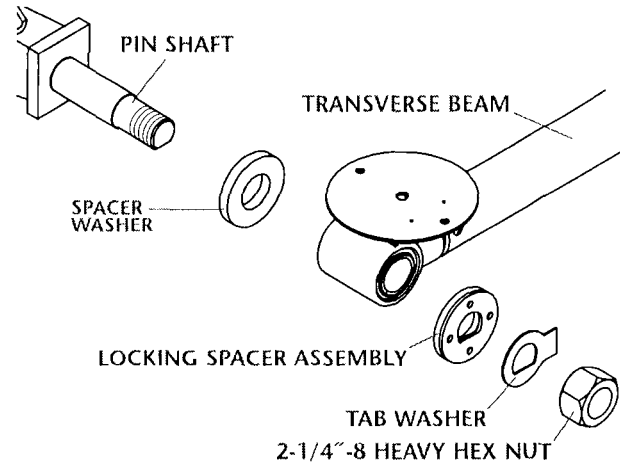
2. Exhaust the air in the air springs and air system using the manual dump valve (if vehicle is so equipped) or by using the height control valve(s). To exhaust the air using the height control valves, disconnect the valves linkage at the lower connection. Then rotate the valve's control arm down to the air exhaust position.
3. With the air exhausted from the air springs, remove the air springs from the Lower Air Spring Mounting Plate by removing the nut and washer located under the mounting plate (Figure 3). **Save this hardware for re-installation.**

Figure 3



4. With the air springs disconnected, you can now remove the Transverse Beam. This is accomplished by removing the Heavy 2-1/4" Hex Nuts located at the end of each equalizing beam (Figure 4).

Figure 4



5. With the Heavy Hex Nuts, Tab Washers, and Locking Spacer Assemblies removed, the Transverse Beam can now be removed from the ends of the Pin Shafts. Be sure to note the orientation of the Linkage Tabs welded to the top of the Transverse Beam (Figure 1). These may be used for mounting the linkage that controls the Height Control Valves. You'll want to orientate the tabs on the replacement Transverse Beam into the same position(s) if the tabs are used for this purpose.
If the Transverse Beam Bushings remain on the Pin Shaft, use a screwdriver or small chisel to separate the metal bushing core. This bushing is a split design to facilitate removal.
6. Be sure to save the large Spacer Washer located behind the Transverse Beam ends. This washer will be needed for re-installation of the replacement Transverse Beam.
7. Clean the exposed Pin Shafts to remove any rust left behind from the metal bushing cores, plus any other dirt and debris. The Pin Shafts and their threads are Dacromet coated during manufacturing. Dacromet is a hard, silver-colored coating that protects the Pin Shafts from rust. Most of the Pin Shafts that will be encountered during the replacement are also painted. This paint serves no purpose and is only there due to our paint dip process. Paint that is scratched, chipped or removed is of no concern since the underlying Dacromet coating is the primary protection for the pin shaft.

TRANSVERSE BEAM REPLACEMENT *continued*

INSTALLING THE REPLACEMENT TRANSVERSE BEAM

8. Once the Pin Shaft is clean, replace the Spacer Washers (saved from Step 6.), one over each Pin Shaft. Now install the replacement Transverse Beam over the Pin Shafts. The replacement Transverse Beam already has new bushings pressed into the ends. Be sure to orientate the Linkage Tabs on the Transverse Beam in the up position (*Figure 1*). Also check for the proper orientation of these tabs as described in Step 5.
9. With the Spacer Washers and Transverse Beam installed over the Pin Shafts, install the new fasteners provided in the Fastener Kit that comes with each replacement Transverse Beam.

First, install a new Locking Spacer Assembly over each Pin Shaft.

Second, install a new Tab Washer over each Pin Shaft.

Third, make sure that the Pin Shaft threads are clean and then install the new Hex Nuts. There is no need to lubricate the threads prior to installing the nut. The Dacromet coating on the threads reduces friction; treat the connection as non-lubricated.

10. Torque the Hex Nuts to 550 ft. lbs. (745 Nm). **Do not** use an air impact wrench for applying the final torque to the connection; rather, use a torque wrench of the appropriate capacity. A "cheater bar" may be needed to generate sufficient torque with the wrench.
11. With a hammer, bend the tab portion of the Tab Washer over the Hex Nut.
12. Reinstall the air spring to the Lower Air Spring Mounting Plate using the washer and nut removed in Step 3. Torque nut to 30 ft. lbs. (40 Nm). If the air spring has more than one mounting stud protruding through the mounting plate, install the washer and nut to the rear-most stud only. Reconnect any Height Control Valve linkages as necessary.

Once the replacement is complete and the vehicle is started, allow the system to air-up and then check for the proper ride height.

Upon completing the Transverse Beam installation, no realignment to the axle is required due to replacement of the Transverse Beam.

TRANSVERSE BEAM RETURN INSTRUCTIONS

Holland requests that all Transverse Beams removed as a result of this recall be returned to Holland for registration and disposal. Please re-use the box from the replacement beam for this return shipment. Easy to use tags and labels are provided in the Instructions Envelope. Shipping is pre-paid so there is no cost to you for the return shipment.

Follow these steps:

1. Remove the red registration tag from the Information Envelope. Complete the tag by printing the requested information on the tag. With the information complete, firmly attach the tag to the old beam using the wire.
2. Place the tagged Transverse Beam into the box that the new beam was shipped in. Securely tape, strap or staple the box closed for return shipment.
3. Label the box with one of the three shipping labels provided in the Information Envelope.

☐ **For return shipments originating in the U.S.,** use the Muskegon, Michigan shipping label.

☐ **For return shipments originating in Canada,** use one of two shipping labels, depending on which Canadian return center is closest to your location, Surrey, BC or Woodstock, Ontario.

Remove the backing from this self-adhering label and place it over the original shipping label.

4. Once the box is securely sealed and labeled, contact Evans Transportation Services toll free at 1-800-886-7799 to arrange for the return shipment. Please reference Holland Campaign # RC321 when making shipping arrangements with Evans. Return shipments are pre-paid by Holland.

HOLLAND INFORMATION SOURCES

For direct Holland assistance regarding recall related inquiries between the hours of 8am - 5pm Eastern Standard Time.

For Holland Customer Service:

Phone toll free 1-888-396-6501 and ask for Kay Duram at ext. 8555.

For Holland Technical Service:

Phone toll free 1-888-396-6501 and ask for the Tech Group.

Recall information is also located on our web site at www.thehollandgroupinc.com.

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Holland USA, Inc.

Muskegon, MI
Phone: 616-396-6501
Fax: 616-396-1511

Holland Hitch of Canada, Ltd.

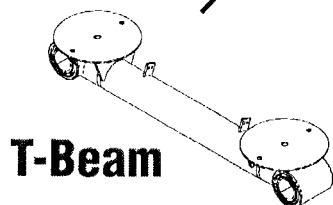
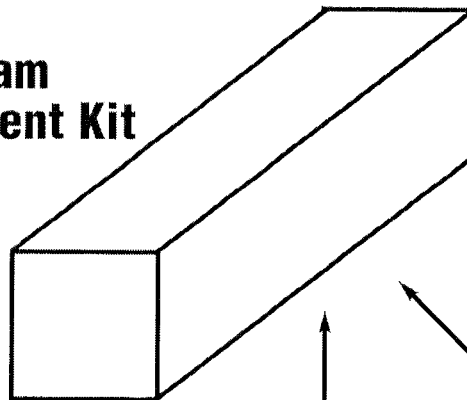
Woodstock, Ontario • Canada
Phone: 519-537-3494
Fax: 800-565-7753

Holland Hitch Western, Ltd.

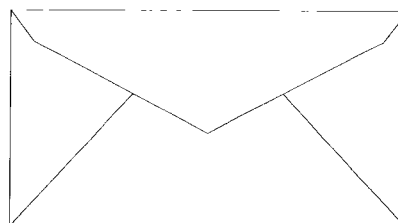
Surrey, British Columbia • Canada
Phone: 604-574-7491
Fax: 604-574-0244



T-Beam Replacement Kit



T-Beam



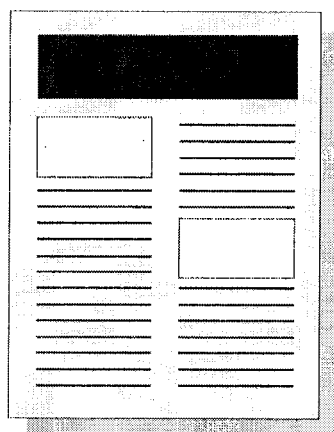
Instructions Packet

P/N XM-RC001

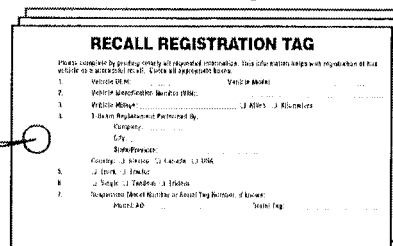


Fastener Kit

P/N 33005311



Replacement Procedure



3 Registration Tags



3 Return Labels