

# Federal Recall Information

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**817-C**

## What's New

Safety Recall – In certain Dana steer axles, the tie rod can become loose in the steering knuckle/tie rod arm.

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## Supplier

DANA

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## Description

A potential issue in the tie rod attachment that connects the tie rod taper joint to the knuckle in certain steer axles.

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## Release Date

10/31/2017

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## Introduction

Peterbilt has been notified that in certain model year 2016 Models 220, 320, 325, 330, 337, 348, 365, 367, 382, 384, 386, 389, 389G, 567, 579 and 587 vehicles built between February 19, 2015 and June 26, 2015 the tie rod may become loose on certain Dana steer axles. A tie rod end castellated nut may not have been properly torqued during assembly and the tie rod may disconnect from the steering knuckle, which can result in a reduction in steering control (normally loss of the right front tire steering) resulting in an increased risk of a crash.

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## Resolution

### CAMPAIGN

Service all chassis affected that enter your dealership, even if the customer has no issue with the chassis.

- Review the attached chassis list for your dealer code and schedule your customer(s) for service if their chassis is on the list.
- Review the DWWC or SIR for "Complete" next to the "**817-C**" campaign code prior to performing this repair.
- Follow the procedures below to inspect the tie rod and replace the tie rod and steering knuckle if needed.

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**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.**

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## Warranty

**There is no time or mileage limit for this recall.**

The SIR system will indicate chassis involved in this field repair with the designator for "**817-C**".

- If the vehicle is affected and is shown to have an open campaign, please complete the work and file a long form claim for 0.5 hours labor and reference "**817-C**".
  - Include Dana Real Time Warranty (RTW) order authorization.
  - Use applicable SRT times provided in the Dana bulletin.

## Peterbilt dealers cannot perform this recall on Kenworth vehicles

For Field...	Enter...
Failure Location	011-001-004
Failure Type	705
Claim Type	C
SRT 015-999	0.50 hours labor to inspect the castellated nut for proper torque.

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## Parts

Parts orders must be authorized through the Dana Real Time Warranty (RTW). Orders can **only** be placed through PACCAR Parts Direct Ship Program (DSP) in order to receive reimbursement.

Quantity	Part Number	Description
2	HWU10351 (Source locally if needed.)	PIN-COTTER EXT PRONG 1/8X1-1/2 (Used during inspection. New parts are shipped with cotter pins.)
Tie rod end	Order authorization via Dana RTW.	Needed if movement is found

Quantity	Part Number	Description
	Place order through PPD direct shipping program.	
Tie rod arm	Order authorization via Dana RTW. Place order through PPD direct shipping program.	Needed if movement is found
Steering Knuckle	Order authorization via Dana RTW. Place order through PPD direct shipping program.	Needed if movement is found

Parts disposition - **Refer to attached Dana bulletin**

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## Procedure

See the attached bulletin from Dana. [DANA Bulletin/Procedure](#)

Overview of process:

1. Record steering axle tag and vehicle information.
  2. Perform initial inspection.
  3. Retorque the tie rod nut.
  4. Inspect for movement. Take photos and record movement.
  5. Email photos and recorded movement to Dana.
  6. Call Dana RTW to get authorization to replace knuckle and tie rod.
  7. Order parts through PPD Direct Ship Program.
  8. Replace parts.
  9. File warranty claim through normal channels.
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## Attachments

[817-C Chassis List](#)

[817-C Sample Customer Letter](#)

[DANA Bulletin/Procedure](#)