



Dana® Spicer® Steer Axle

Information Bulletin

ABIB-1701P

Bulletin Type: Warranty Information

Topic: Steer Knuckle Recall Process – Peterbilt 817-C / Kenworth 17KWD

Affected Model: All

Description

Dana has identified a group of steer axles manufactured between March 1, 2015 and May 17, 2015 that will require the inspection of the nut torque on tie rod end assemblies. The process below will give you step by step instruction how to file a recall claim, inspect suspect components, order replacement parts and close out the claim.

Standard Repair Times

Inspection will be a quick claim for 0.5 hours, see Kenworth or Peterbilt bulletin for details

011-004: Knuckle replacement, includes tie rod end R&R and toe set for 4.0 hours

015-050: Steering arm/tie rod arm, includes R&R drag link/cross link and tie rod and toe set for 1.5 hours

015-049: Steering arm/tie rod arm without drag link/cross link. includes toe set for 1.0 hours

011-007: Toe set, needed for 015-050 and 015-049. for 0.3 hours.

Recall Claim Process

- Important Note: Claims will be filed through normal Kenworth/Peterbilt Warranty claim process.
- If parts are need to be replaced call Dana Real Time for an authorization number.
- If no failure is found, file through the OEM directly. No need for contacting Dana Real Time.

Step # 1 Before you call Real Time Warranty

1. Verify the VIN number of the vehicle is on the recall chassis list.
2. Locate the identification tags on the front of the steer axle. Record the information from the tag on the attached form.



3. Print the attached recall inspection form.
4. Before you call Dana RTW to start a claim, please fill out the recall inspection form. It is important that the information below and what you found during your inspection of the steer axle is documented and sent to RTW before you call to open a claim.
 - Repair Order Number
 - Dealer Code
 - Complete 17digit Vehicle Identification Number (VIN) Located on truck door jam, drivers side
 - Axle model (Example: E1202I)
 - Axle serial number (Example: MY01778644) Tag located on the carrier assembly
 - In-service date of the vehicle
 - Vehicle mileage
 - Inspection data

- If your inspection identifies that components may need to be replaced you will need to take pictures of the damage parts and the position of the cotter pin hole. It is important to remember that RTW will be using the pictures you send to determine if components need to be replaced. If the pictures are out of focus, too light, too dark, too far away, or too close-up the process will be delayed until new pictures are submitted. Use the examples below as a guide of what your pictures should resemble.



Tie Rod Arm Taper Bore



Tie Rod End Taper Stud



Back of Tie Rod Nut



Nut Rotation



Cotter Pin Hole Position

- Email the recall inspect form and pictures if required to Spicer.rtw@dana.com. You can visit <http://www.dana.com/commercial-vehicle/customer-support-section/north-america-customer-support/na-warranty> for additional contact information and warranty guidelines.
- Enter the repair order number in the subject line of your email.

Step #2 Steer Axle Inspection Procedure

- Block the forward and rear of at least one of the drive axle tires so the vehicle cannot move during this procedure.
- With a flexible, magnetic base dial indicator, mount the base of the indicator on the tie rod arm or steering knuckle and position it so that the indicator tip can be placed perpendicular to the threads of the tie rod end stud, just above the nut.



Dial Indicator Mounting Position



Dial Indicator Tip Must be Placed on The Stud

- With someone in the cab of the truck turning the steering wheel (engine off) just enough to cause movement in the wheels, document how much movement is found on the tie rod end studs on each side of the steer axle. Record results on the supplied form.

- The next step is to remove the cotter pins and check for proper nut torque. Put a paint mark across one side of the nut and top of the stud. With a torque wrench and a 1 ¼ in. socket, torque the nut in a clockwise (tighten) direction until the nut just starts to rotate or you reach 130 lb-ft. (176 N·m)
Important: Do not exceed 170 lb-ft. (230 N·m). Record your findings on the recall form.



Paint Mark to Identify Nut Rotation

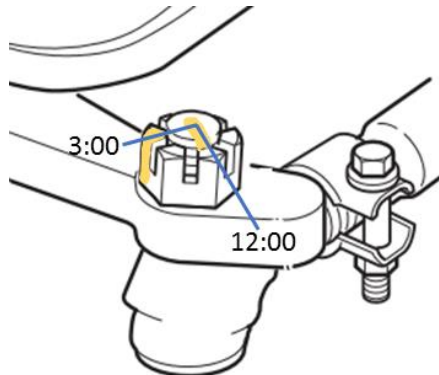


Check Nut Torque – Do Not Exceed 170 ft. lbs.

- If there is no rotation of the nut at 130 lb-ft. (176 N·m), then install a new cotter pin and return the truck to service.
- If you found rotation of the nut before you reached 130 lb-ft. (176 N·m), then torque the nut to 130 lb-ft. (176 N·m). Using the paint mark, record the amount of rotation of the nut. Example: Use the paint mark as the 12:00 position, if the nut rotates ¼ turn to reach 130 lb-ft. (176 N·m), document the nut rotated as the 3:00 position.



Retorque to 130 lb-ft. (176 N·m)

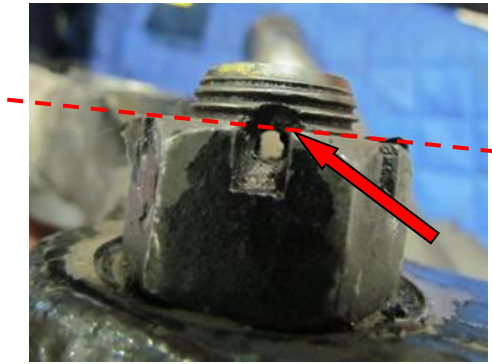


Record Rotation of the Nut

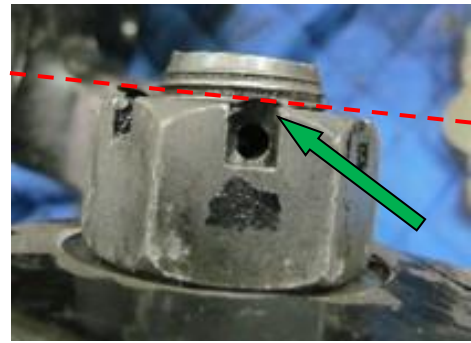
- With the nut torque to 130 lb-ft. (176 N·m) advance the nut so that the cotter pin hole is aligned with a slot in the nut, reinstall the dial indicator and check for tie rod stud movement once again. Record results on the form supplied.

Note: Never back the nut off to align the cotter pin hole to the nut slot. Torque may reach 170 lb-ft. (230 N·m) to obtain proper alignment.

- Important:** Any tie rod stud with movement after proper nut torque and alignment will require the replacement of that knuckle and tie rod.
- Important:** One last check. After the nut has been aligned with a slot in the nut, the cotter pin hole **CAN NOT** be above the top of the nut as shown below. Any cotter pin hole that is above the top of the nut surface will require the replacement of the knuckle and tie rod end.



Cotter Pin Hole at Maximum Height



Good Cotter Pin Hole Position

10. Install new cotter pin and bend appropriately for retention.

Recall Peterbilt P817-C / Kenworth 17KWD Inspection Form

Date: _____

Repair Order Number: _____

Dealer Code: _____

Complete 17 Digit Vehicle Identification Number: _____

Axle model: _____

Axle serial number: _____

In-service date of the vehicle: _____

Vehicle mileage: _____

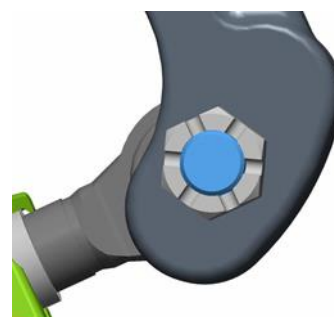
1. Document the amount of total movement between the tie rod end and the tie rod arm as indicated on the dial indicator. Indicate whether the movement is in inches or millimeters (Example: .002" or .051 mm).

Left Hand Tie Rod Movement Reading	Amount of Movement
Right Hand Tie Rod Movement Reading	Amount of Movement

2. Using the images below, mark the amount of rotation on the nut after the nuts where torqued to 130 lb-ft. (176 N·m).



Left Side



Right Side

3. Document the amount of movement between the tie rod end and the tie rod arm after you retorqued the nut to 130 lb-ft. (176 N·m). If there is no movement answer "NONE".

Left Hand Movement After Retorque	Amount of Movement
Right Hand Movement After Retorque	Amount of Movement

Step # 3 Time to Call Real Time Warranty

Phone: (877-777-5360, # 3)

1. Real Time Warranty will review the information you sent while you are on the phone and give you direction to the next step.
 - a. If the inspection data shows that there is no looseness between the tie rod end and tie rod arm, RTW will approve the labor for the inspection and close the claim.
 - b. If components need to be replaced RTW will approve the parts and labor for the repair. Parts then can be ordered through the PPD direct ship program.
2. When a repair has been authorized the damaged parts must be returned to Dana for review. Below you will find the shipping instructions and address.
3. For tracking purposes please write this RMA number on the outside of the shipping container and in the shipping address. RMA-1200

Warranty Return Material Shipping Instructions

- For shipments over 150 LBS. - Call Penske Logistic at 855-456-3867
- For shipments under 150 LBS. - Call Dana Logistics at 260-481-3778

Ship To:
Dana Inc. CV Warranty Return Center
6515 Maumee Western
Maumee, OH. 43537
Att: RMA-1200

Important Note: If material is shipped to the warranty center without a copy of the claim, the shipment will be returned "Collect" to the sender.

Important Note: If material is returned to Dana and there is no failure found or the wrong material was sent, the shipment will be returned "Collect" back to the sender.

