

K270/K370 Front Axle Sway Bar Links

Author:

5/8/2018

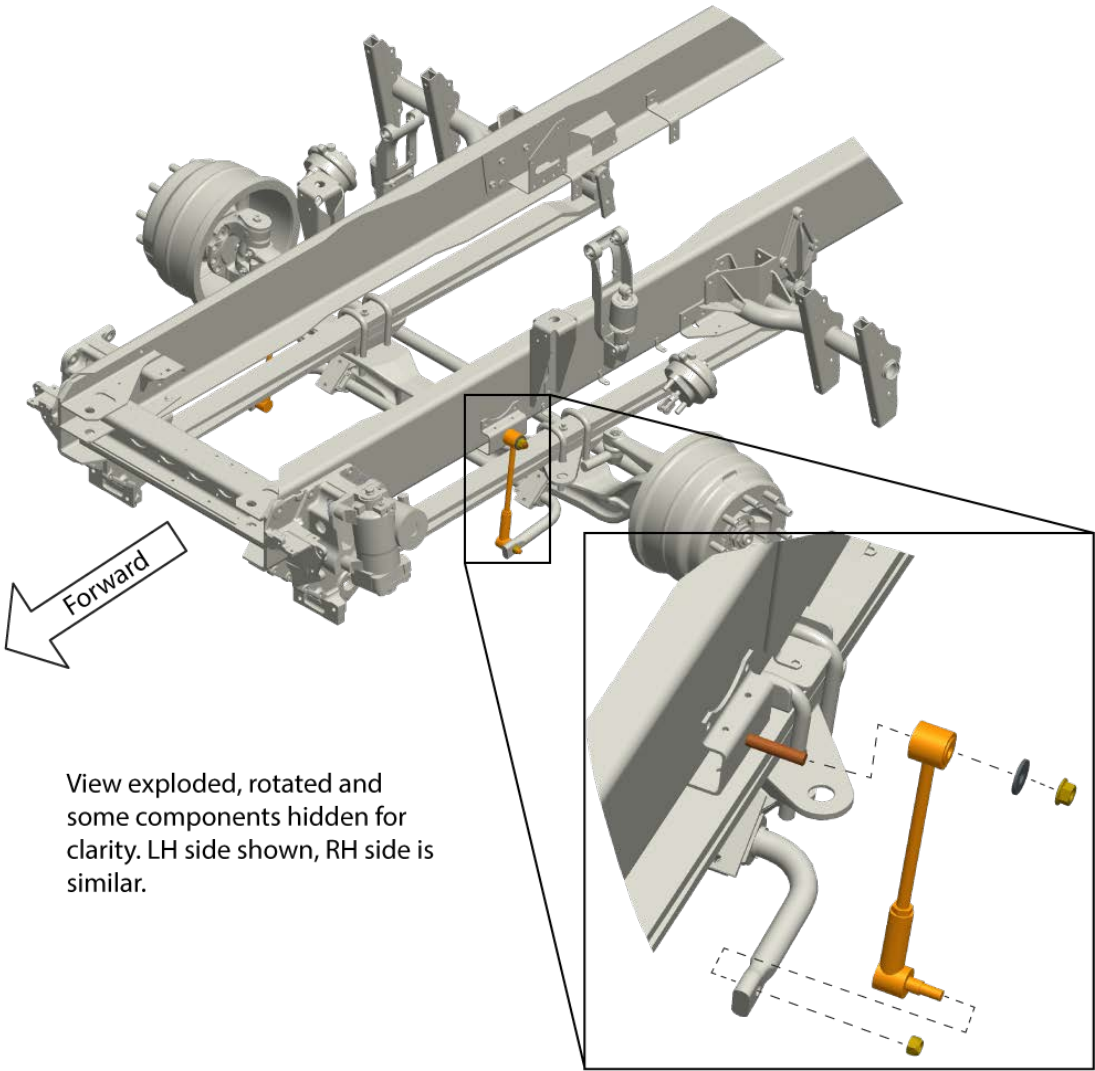
Title	17KWE: K270/K370 Front Axle Sway Bar Links
Search Words	
Bulletin No.	17KWE
What's New Abstract	Safety Recall – The front axle sway bar links may be assembled incorrectly. Inspect for missing or incorrectly installed washers and install them correctly as needed.
Supplier	Kenworth
Description	The front axle sway bar links may be assembled incorrectly on certain vehicles.
Release Date	
Introduction	<p>Customer letters will be sent stating that parts will be available November 13.</p> <p>Kenworth Truck Company has decided that a defect, which relates to motor vehicle safety, exists in certain model year 2009-2018 K270 and K370 vehicles manufactured from January 14, 2009 through August 21, 2017. These vehicles may have a front axle sway bar link assembled incorrectly. A missing or incorrectly assembled hardened washer used to attach the front axle sway bar link to the frame rail can result in the sway bar link becoming detached from the frame rail.</p>
Situation	1712 chassis (1567 US and 145 Canada) K270 and K370 built from January 14, 2009 through August 21, 2017. See the attached chassis list.
Resolution	<p>Dealers will inspect the upper sway bar link attachment on each side of the truck for the presence of the hardened washer between the bushing and the nut, and install the washer if not present.</p> <p>Review the attached chassis list for your dealer code and schedule your customer(s) for service as soon as possible. Service all chassis affected that enter your dealership, even if the customer has no issue with the chassis. Review the DWWC or SIR for "Complete" next to the "17KWE" campaign code prior to performing this repair.</p> <p>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.</p>

<p>Warranty</p>	<p>There is no time or mileage limit for this recall. Kenworth will pay for parts at dealer net plus applicable mark-up and labor:</p> <p>DWWC and SIR will indicate chassis involved in this field repair with the designator of 17KWE in the campaign field.</p> <ul style="list-style-type: none"> • 0.3 to inspect with No Problem Found or move washer locations. Use Quick Claim (17KWE) • 0.3 to inspect and install one missing washer. Use Quick Claim (17KWEA) • 0.3 to inspect and install two missing washers. Use Quick Claim (17KWEB) • File an additional claim for extraordinary circumstances. A quick claim for standard labor must be filed first. <table border="1" data-bbox="444 667 1357 898"> <thead> <tr> <th colspan="4">CLAIM CODING</th> </tr> </thead> <tbody> <tr> <td>Failure Location:</td> <td>016-008-007</td> <td>Work Accomplished:</td> <td>21</td> </tr> <tr> <td>Failure Type:</td> <td>705</td> <td>Responsibility Code:</td> <td>02</td> </tr> <tr> <td>SRT Code:</td> <td>016-xxx</td> <td>Claim Type:</td> <td>C</td> </tr> </tbody> </table>	CLAIM CODING				Failure Location:	016-008-007	Work Accomplished:	21	Failure Type:	705	Responsibility Code:	02	SRT Code:	016-xxx	Claim Type:	C
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<p>Parts</p>	<p>Parts are available through PACCAR Parts.</p> <table border="1" data-bbox="490 999 1487 1205"> <thead> <tr> <th>Quantity</th> <th>Part #</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>As required, up to 2</td> <td>1400397PAC</td> <td>WASHER</td> </tr> </tbody> </table>	Quantity	Part #	Description	As required, up to 2	1400397PAC	WASHER										
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<p>Labor</p>																	

Procedure

1. Inspect the upper sway bar link attachment on each side of the vehicle and confirm that the hardened flat washers are installed as shown in the images below.
2. Move the flat washer to the correct location, if needed.
3. If the hardened flat washer is missing, install the hardened flat washer in the correct location.



	 <p>View exploded, rotated and some components hidden for clarity. LH side shown, RH side is similar.</p>
<p>Shipping</p>	
<p>Freight</p>	
<p>Contact</p>	
<p>Attachments</p>	<p>Dealer\Chassis List Customer Letter</p>