

**Dana Steer Axle Tie Rod Joint**

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Author:

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| <b>Title</b>               | <b>17KWD: Dana Steer Axle Tie Rod Joint</b>   |
| <b>Search Words</b>        | Dana, axle, castle nut, knuckle, steering   |
| <b>Bulletin No.</b>        | 17KWD   |
| <b>What's New Abstract</b> | Safety Recall – Dana is conducting a recall to address a potential issue in the tie rod attachment that connects the tie rod taper joint to the knuckle/tie rod arm in certain steer axles. The joint will be retorqued or the knuckle/tie rod arm and tie rod end replaced, as needed.   |
| <b>Supplier</b>            | Dana  |
| <b>Description</b>         | Recall 17KWD: Dana Steer Axle Tie Rod Joint   |
| <b>Release Date</b>        |   |
| <b>Introduction</b>        | <p>Kenworth Truck Company has determined that a defect, which relates to motor vehicle safety, exists in certain K270/K370, T170/T270/T370, T440/470, T600/T660, T680, T800, T880, and W900 chassis manufactured between February 24, 2015 and July 9, 2015. In the steer axles of the affected chassis, the castellated nut on the axle tie rod end may not be adequately torqued and may become loose.</p> <p>A chassis experiencing this issue may have front-end noise/clunking and/or looseness in steering. If left uncorrected, this condition may cause the tie rod to disconnect from the steering knuckle, resulting in a reduction of steering control, leading to an increased risk of a crash.</p> |
| <b>Situation</b>           | 9,922 chassis (9,145 US and 777 Canada) certain K270/K370, T170/T270/T370, T440/470, T600/T660, T680, T800, T880, and W900 chassis manufactured between February 24, 2015 and July 9, 2015.   |

| <p><b>Resolution</b></p> | <p><b>CAMPAIGN</b></p> <p>Service all chassis affected that enter your dealership, even if the customer has no issue with the chassis.</p> <ol style="list-style-type: none"> <li>1. Review the attached chassis list for your dealer code and schedule your customer(s) for service if their chassis is on the list.</li> <li>2. Review the DWWC or SIR for “Complete” next to the “17KWD” campaign code prior to performing this repair.</li> <li>3. Follow the procedures below to inspect the tie rod and replace the tie rod and steering knuckle if needed.</li> </ol>  |                      |    |  |  |                   |             |                    |    |               |     |                      |    |           |         |             |   |              |    |  |  |
|--------------------------|---|----------------------|----|--|--|-------------------|-------------|--------------------|----|---------------|-----|----------------------|----|-----------|---------|-------------|---|--------------|----|--|--|
| <p><b>Warranty</b></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> <ul style="list-style-type: none"> <li>• 0.5 hours labor to inspect the tie rod ends for movement. Use Quick Claim Code 17KWD.</li> <li>• File a long claim for repairs. A quick claim for the inspection must be filed.             <ul style="list-style-type: none"> <li>• Include Dana Real Time Warranty (RTW) order authorization.</li> <li>• Use applicable SRT times provided in the Dana bulletin.</li> </ul> </li> <li>• File a long claim for extraordinary circumstances (which must be explained).</li> </ul> <p>Kenworth dealers cannot perform this repair on Peterbilt chassis. Peterbilt chassis must have this repair performed at a Peterbilt dealer.</p> <table border="1" data-bbox="444 1014 1357 1304"> <thead> <tr> <th colspan="4">CLAIM CODING</th> </tr> </thead> <tbody> <tr> <td>Failure Location:</td> <td>011-001-004</td> <td>Work Accomplished:</td> <td>21</td> </tr> <tr> <td>Failure Type:</td> <td>240</td> <td>Responsibility Code:</td> <td>05</td> </tr> <tr> <td>SRT Code:</td> <td>021-xxx</td> <td>Claim Type:</td> <td>C</td> </tr> <tr> <td>Vendor Code:</td> <td>??</td> <td></td> <td></td> </tr> </tbody> </table> | CLAIM CODING         |    |  |  | Failure Location: | 011-001-004 | Work Accomplished: | 21 | Failure Type: | 240 | Responsibility Code: | 05 | SRT Code: | 021-xxx | Claim Type: | C | Vendor Code: | ?? |  |  |
| CLAIM CODING             |   |                      |    |  |  |                   |             |                    |    |               |     |                      |    |           |         |             |   |              |    |  |  |
| Failure Location:        | 011-001-004   | Work Accomplished:   | 21 |  |  |                   |             |                    |    |               |     |                      |    |           |         |             |   |              |    |  |  |
| Failure Type:            | 240   | Responsibility Code: | 05 |  |  |                   |             |                    |    |               |     |                      |    |           |         |             |   |              |    |  |  |
| SRT Code:                | 021-xxx   | Claim Type:          | C  |  |  |                   |             |                    |    |               |     |                      |    |           |         |             |   |              |    |  |  |
| Vendor Code:             | ??  |                      |    |  |  |                   |             |                    |    |               |     |                      |    |           |         |             |   |              |    |  |  |

| <p><b>Parts</b></p>       | <p>Parts orders must be authorized through the Dana (Real Time Warranty) RTW. Orders can <b>only</b> be placed through PACCAR Parts (Direct Ship Program) DSP in order to receive reimbursement.</p> <table border="1" data-bbox="380 352 1533 877"> <thead> <tr> <th data-bbox="380 352 532 415">Quantity</th> <th data-bbox="532 352 1105 415">Part Number</th> <th data-bbox="1105 352 1533 415">Description</th> </tr> </thead> <tbody> <tr> <td data-bbox="380 415 532 604">2</td> <td data-bbox="532 415 1105 604">HWU10351<br/>(Source locally if needed.)</td> <td data-bbox="1105 415 1533 604">PIN-COTTER EXT PRONG<br/>1/8X1-1/2<br/>(Used during inspection. New parts are shipped with cotter pins.)</td> </tr> <tr> <td data-bbox="380 604 532 695">Tie rod end</td> <td data-bbox="532 604 1105 695">Order authorization via Dana RTW. Place order through PPD DSP</td> <td data-bbox="1105 604 1533 695">Needed if movement is found</td> </tr> <tr> <td data-bbox="380 695 532 785">Tie rod arm</td> <td data-bbox="532 695 1105 785">Order authorization via Dana RTW. Place order through PPD DSP</td> <td data-bbox="1105 695 1533 785">Needed if movement is found</td> </tr> <tr> <td data-bbox="380 785 532 877">Steering Knuckle</td> <td data-bbox="532 785 1105 877">Order authorization via Dana RTW. Place order through PPD DSP</td> <td data-bbox="1105 785 1533 877">Needed if movement is found</td> </tr> </tbody> </table> <p>Take-Off Parts Disposition: Refer to attached Dana bulletin.</p> | Quantity   | Part Number | Description | 2 | HWU10351<br>(Source locally if needed.) | PIN-COTTER EXT PRONG<br>1/8X1-1/2<br>(Used during inspection. New parts are shipped with cotter pins.) | Tie rod end | Order authorization via Dana RTW. Place order through PPD DSP | Needed if movement is found | Tie rod arm | Order authorization via Dana RTW. Place order through PPD DSP | Needed if movement is found | Steering Knuckle | Order authorization via Dana RTW. Place order through PPD DSP | Needed if movement is found |
|---------------------------|--|--|-------------|-------------|---|---|--|-------------|---|-----------------------------|-------------|---|-----------------------------|------------------|---|-----------------------------|
| Quantity                  | Part Number  | Description  |             |             |   |   |  |             |   |                             |             |   |                             |                  |   |                             |
| 2                         | HWU10351<br>(Source locally if needed.)  | PIN-COTTER EXT PRONG<br>1/8X1-1/2<br>(Used during inspection. New parts are shipped with cotter pins.) |             |             |   |   |  |             |   |                             |             |   |                             |                  |   |                             |
| Tie rod end               | Order authorization via Dana RTW. Place order through PPD DSP  | Needed if movement is found  |             |             |   |   |  |             |   |                             |             |   |                             |                  |   |                             |
| Tie rod arm               | Order authorization via Dana RTW. Place order through PPD DSP  | Needed if movement is found  |             |             |   |   |  |             |   |                             |             |   |                             |                  |   |                             |
| Steering Knuckle          | Order authorization via Dana RTW. Place order through PPD DSP  | Needed if movement is found  |             |             |   |   |  |             |   |                             |             |   |                             |                  |   |                             |
| <p><b>Labor</b></p>       | <p>Info is in Warranty section</p>   |  |             |             |   |   |  |             |   |                             |             |   |                             |                  |   |                             |
| <p><b>Procedure</b></p>   | <p>See the attached bulletin from Dana.<br/>Overview of process:</p> <ol style="list-style-type: none"> <li>1. Record steering axle tag and vehicle information.</li> <li>2. Perform initial inspection.</li> <li>3. Retorque the tie rod nut.</li> <li>4. Inspect for movement. Take photos and record movement.</li> <li>5. Email photos and recorded movement to Dana.</li> <li>6. Call Dana RTW to get authorization to replace knuckle and tie rod.</li> <li>7. Order parts through PPD Direct Ship Program.</li> <li>8. Replace parts.</li> <li>9. File warranty claim through normal channels.</li> </ol>   |  |             |             |   |   |  |             |   |                             |             |   |                             |                  |   |                             |
| <p><b>Shipping</b></p>    | <p>See the attached bulletin from Dana.</p>  |  |             |             |   |   |  |             |   |                             |             |   |                             |                  |   |                             |
| <p><b>Freight</b></p>     | <p>See the attached bulletin from Dana.</p>  |  |             |             |   |   |  |             |   |                             |             |   |                             |                  |   |                             |
| <p><b>Contact</b></p>     |  |  |             |             |   |   |  |             |   |                             |             |   |                             |                  |   |                             |
| <p><b>Attachments</b></p> | <p>Dealer\Chassis List<br/>Customer Letter<br/>Dana bulletin</p>   |  |             |             |   |   |  |             |   |                             |             |   |                             |                  |   |                             |