

T270/T370 Rear Wheel Hubs Installed Incorrectly

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6/25/2018

Title	18KWC: T270/T370 Rear Wheel Hubs Installed Incorrectly
Search Words	
Bulletin No.	18KWC
What's New Abstract	Safety Recall - An incorrect process was used to install rear hubs at the Ste Therese, Quebec manufacturing plant. This may result in failed rear wheel bearings.
Supplier	Kenworth Truck Company
Description	Rear hubs were torqued incorrectly.
Release Date	06/22/2018
Introduction	Kenworth Truck Company has determined that a defect, which relates to motor vehicle safety, exists in certain T20/T370 chassis built from March 1, 2018 through April 30, 2018.
Situation	36 chassis (36 U.S. and 0 Canada) T270 and T370 built from 03/01/2018 through 04/30/2018 equipped with non-LMS hubs.
Resolution	<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"> 1. Review the attached chassis list for your dealer code and schedule your customer(s) for service if their chassis is on the list. 2. If you are not using Service Management to start repair orders, review DWWC or SIR for "Complete" next to the "18KWC" campaign code prior to performing this repair. 3. Follow the procedures below to replace the affected hubs.
<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> <ul style="list-style-type: none"> • 3.4 hours labor to replace the rear hub bearings. Use Quick Claim Code 18KWC. • File a long claim for extraordinary circumstances (which must be explained). <p>Take-Off Parts Disposition: Destroy take-off parts</p> <table border="1" data-bbox="469 527 1382 1295"> <thead> <tr> <th colspan="4">CLAIM CODING</th> </tr> </thead> <tbody> <tr> <td>Failure Location:</td> <td>018-002-026</td> <td>Work Accomplished:</td> <td>35</td> </tr> <tr> <td>Failure Type:</td> <td>220</td> <td>Responsibility Code:</td> <td>02</td> </tr> <tr> <td>SRT Code:</td> <td> <p>018-021 Rear Wheel Seal & Ring (one) Includes: R & R hub, Wheel & Drum Assy</p> <p>018-026 Rear Wheel Cups & Cones - R & R. Does not include: R & R wheel, hub & drum assembly</p> </td> <td>Claim Type:</td> <td>C</td> </tr> </tbody> </table>	CLAIM CODING				Failure Location:	018-002-026	Work Accomplished:	35	Failure Type:	220	Responsibility Code:	02	SRT Code:	<p>018-021 Rear Wheel Seal & Ring (one) Includes: R & R hub, Wheel & Drum Assy</p> <p>018-026 Rear Wheel Cups & Cones - R & R. Does not include: R & R wheel, hub & drum assembly</p>	Claim Type:	C								
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<p>Parts</p>	<p>Parts are available from PACCAR Parts.</p> <table border="1" data-bbox="407 1465 1281 1745"> <thead> <tr> <th>Quantity</th> <th>Part Number</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>2</td> <td>BR572SKF</td> <td>Outboard Cup</td> </tr> <tr> <td>2</td> <td>592AFDM</td> <td>Inboard Cup</td> </tr> <tr> <td>2</td> <td>594AFDM</td> <td>Bearing Cone</td> </tr> <tr> <td>2</td> <td>BR580SKF</td> <td>Bearing Cone</td> </tr> <tr> <td>2</td> <td>47691CHR</td> <td>Seal</td> </tr> <tr> <td>2</td> <td>03-01568</td> <td>Axle Shaft Flange Gasket</td> </tr> <tr> <td>2</td> <td>Lube</td> <td>Source Locally</td> </tr> </tbody> </table>	Quantity	Part Number	Description	2	BR572SKF	Outboard Cup	2	592AFDM	Inboard Cup	2	594AFDM	Bearing Cone	2	BR580SKF	Bearing Cone	2	47691CHR	Seal	2	03-01568	Axle Shaft Flange Gasket	2	Lube	Source Locally
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Procedure	Replace the rear hub bearings per instructions in KM801006 .
Shipping	
Freight	
Contact	
Attachments	Dealer\Chassis List Customer Letter