

Federal Recall Information

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20KWC / 2020-399 / 20V506

Supplier

Watson & Chalin

Description

Recall 20KWC: Watson Chalin Lift Axle Pivot Bolts

Release Date

9/16/2020

Introduction

Vehicles equipped with Watson & Chalin SL2065 lift axles may have lower rear pivot bolts that are not long enough to sufficiently engage the locking feature of the corresponding nuts. In some cases, this condition may cause a loss of clamp load of the pivot joint (arm to axle). Extended use of the lift axle in this condition can result in foreign object debris on the roadway, increasing the risk of a crash and/or injury.

Situation

959 (665 U.S. and 294 Canada) T800, T880, W900, and W990 chassis model year 2020 and 2021 built from 11/20/2019 through 4/17/2020 equipped with Watson & Chalin SL2065 lift axles.

Resolution

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

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" or "In-Process" next to the "20KWC" campaign code prior to performing this repair.
3. Follow the procedures below to inspect the lower rear pivot bolt and replace with longer bolts if necessary.

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.

Warranty

There is no time or mileage limit for this recall. Kenworth will pay for parts at dealer net plus applicable mark-up and labor:

- File a long form claim using the guidance below:
 - 1.0 hours labor to inspect the thread engagement of the Pivot Bolts (SRT 016-358).

This labor is for inspection only. It is not applicable for trucks that require Pivot Bolt replacement.

- 1.5 hours to inspect the thread engagement of the Pivot Bolts and replace with the hardware kit that includes longer bolts (SRT 016-358 and 016-359).

The following information is required on all claims:

- **A clear photo showing the bolt and the nut with insufficient thread engagement.**
- **The model of the truck.**
- **The serial number for the axle - see serial number location in Figure 1.**

File a long claim for extraordinary circumstances (which must be explained) referencing 20KWC.

Take-Off Parts Disposition: Destroy take-off parts 30 days after claim is paid.

CLAIM CODING			
Failure Location:	016-014-000	Work Accomplished:	21

Failure Type:	705	Responsibility Code:	05
SRT Code:	<p>016-358 1.0 hrs. Inspect both lift axle pivot bolts for thread engagement.</p> <p>016-359 0.5 hrs. replace both lift axle pivot bolts using the hardware kit.</p>	Claim Type:	C
Vendor Code:	20KWC	Campaign:	20KWC

Parts

Parts are available from PACCAR Parts through DSP.

Quantity	Part Number	Description
1	SRK2065WAR-001	Hardware kit – Bolts, Washers, Locknuts required for both sides of the lift axle.

Procedure

- As you perform the inspection or repairs, gather the following information that is required for the claim:
 - A clear photo showing the bolt and the nut with insufficient thread engagement.
 - The model of the truck.
 - The serial number for the axle – see serial number location in Figure 1.

Figure 1 Axle Serial Number Location

- Review the attached Pivot Bolt Inspection Procedure.
- If the thread engagement of the pivot bolts does not meet the requirements as described in the Pivot Bolt Inspection Procedure, follow the procedure in the attached Pivot Bolt Replacement Procedure.

Attachments
