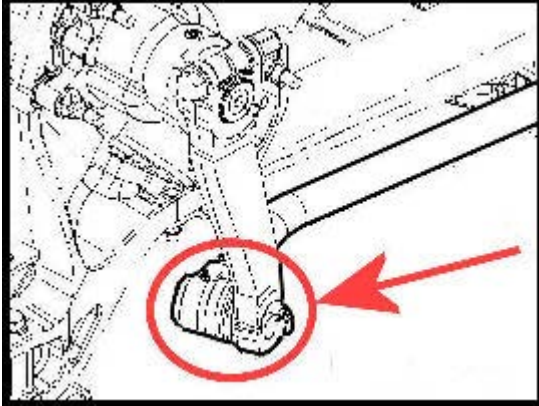


**SB-10044145-9733**A **PACCAR** COMPANY

## Technical Information Bulletin

---

**15-021**

### Section

Steering - 15

### Subject

Steering Draglink Torque Check Campaign

### Release Date

4/20/2012

### Condition

Proper assembly controls may not have been in place for listed chassis and this campaign is initiated to validate proper draglink connections torque.

### Chassis Affected

2,201 C500s, K500s, T660s, T800s and W900s built at the Kenworth Renton plant 06/01/11 – 01/27/12. See the attached chassis list and customer letter.

### Action

Inspect and, if necessary, service all chassis affected that enter your dealership, even if the customer has no issue with the chassis. Use the procedure below. Review DWC or SIR online systems to verify that campaign "15-21" is still open or already completed prior to performing this repair.

---

## Warranty

Through Basic Vehicle Warranty or for repairs completed by 05/01/13, whichever is greater, Kenworth will pay for labor to perform the inspection/repair described in the Procedure, below. Use the appropriate Quick Claim described, following. The chassis list includes notation of the appropriate Quick Claim.

- Quick Claim 15-21a: for single steering gear applications, includes 0.3 hours labor
- Quick Claim 15-21b; for dual steering gear applications, includes 0.5 hours labor
- Quick Claim 15-21c; for triple steering gear applications, includes 0.7 hours labor

### CLAIM CODING

Failure Location: 015-004-010  
Failure Type: 220  
SRT Code: 015-XXX

Work Accomplished: 20  
Responsibility Code: 02  
Claim Type: N

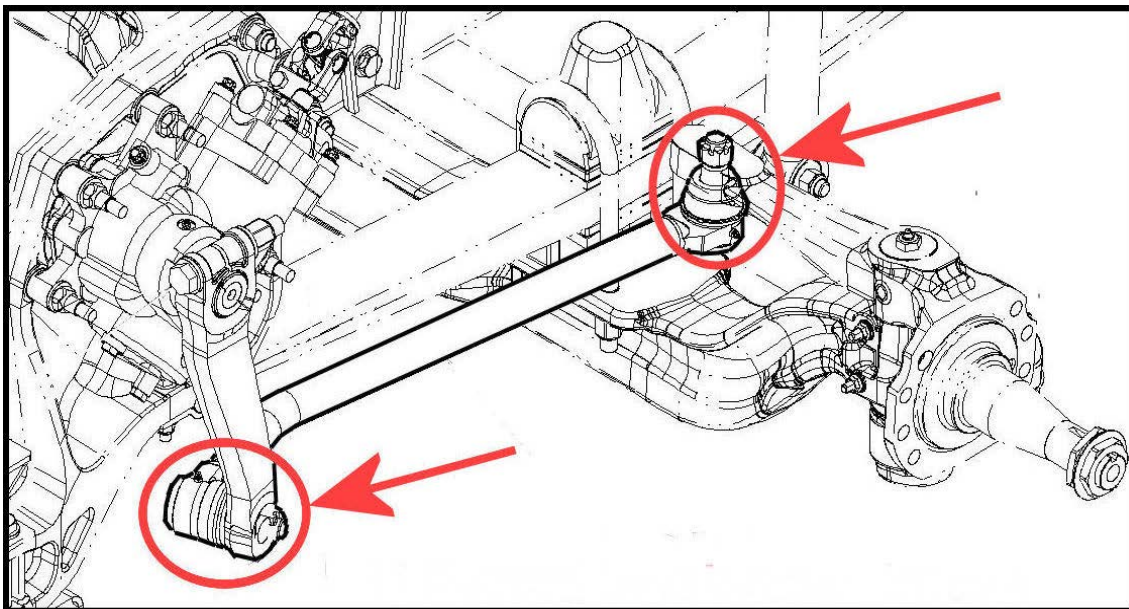
## Parts

No parts are required for this repair.

## Procedure

Check and, if necessary, correct the torque at both ends of on each steering draglink. Note that some chassis listed have dual or triple steering gears with two to three steering draglinks.

Proper torque is 120 – 170 lb-ft (145 lb-ft is median torque).



## Attachments

 [TIB 15-021 Chassis-Dealer-Customer List.xls](#)

 [TIB 15-021 Customer Letter.pdf](#)

Access to PACCAR's Enterprise Portal is provided as a benefit of doing business with PACCAR. All applications and content accessed through this system are confidential and proprietary and the property of PACCAR Inc and its suppliers, and must be kept strictly confidential pursuant to the contract licensing such access. Disclosure, publication, release or distribution of any material found on PACCAR systems to any person other than employees with a need to know such information is strictly prohibited. All activity on this system is monitored. If PACCAR suspects or discovers any unauthorized activity, access may be immediately terminated without prior notification. Violators may be subject to legal action.

© Copyright 2012 PACCAR Inc. All rights reserved. We welcome your [feedback](#) on this page. For technical questions or concerns about this page, please contact the [DealerNet Webmaster](#).