

**SB-10047201-7248**

Technical Information Bulletin

16-037

Section

Suspension - 16

Subject

Neway Suspension Torque Campaign

Release Date

10/26/2012

Condition

Campaign to check and, if necessary, correct the Neway suspension control arm pivot joint bolt torque on listed chassis.

Chassis Affected

298 C500s, T800s and W900s equipped with Neway ADZ suspensions, built in the Kenworth Renton factory between 06/18/12 – 09/10/12.

Action

Inspect and, if necessary, service all chassis affected that qualify within the boundaries defined in the Warranty section below, even if the customer has no issue with the chassis. See the procedure below. Review DWC or SIR online systems to verify that campaign “16-37” is still open or already completed prior to performing this repair.

Warranty

Through Basic Vehicle Warranty or for repairs completed by 10/01/13, whichever is greater, Kenworth will pay for parts at dealer net, plus applicable mark-up, and labor. See the chassis list to identify the appropriate Quick Claim;

- Quick Claim 16-37a for dual axle vehicles, includes 0.6 hr labor
- Quick Claim 16-37b for tri-axle vehicles, includes 0.8 hr labor

claim codes

Failure Location: 016-005-123
Responsibility Code: 02

Work Accomplished: 10
SRT Code: 016-XXX

Failure Type: 220
Claim Type: N

Parts

No parts are required for this repair.

Background

Kenworth factory inspections identified that an air impact tool used for installing Neway ADZ suspension bolts was out of calibration. Campaign TIB 16-037 lists all chassis that may have had bolts installed while the calibration problem existed.

Procedure

See the following illustration (factory photograph without wheel or tire installed). Check and correct all Neway suspension control arm pivot joint bolt torque as necessary. Proper torque is 630 +/-63 ft.lb.



Attachments

 [TIB 16-037 Chassis-Dealer List.xls](#)

 [TIB 16-037 Customer Letter.pdf](#)

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