

Constellation
Heritage
4700 Models

4800 Models
> 4900 Models
5700 Models

5900 Models
6900 Models

**Western Star
Service Bulletin**

General Information

On some Western Star 4900SF 123BBC vehicles, the hood may be too heavy for one person to open. This is caused by variation in hood material thickness, which can increase the hood weight. A new hood tilt-assist spring is available to reduce the hood opening effort. If the hood is too heavy to open, replace the hood tilt-assist springs using the procedure in this bulletin.

Parts

Parts are available through the PDCs. See [Table 1](#).

Parts		
Part Number	Description	Qty.
BTS 300156	SPRING, HOOD, 4900SF WSTRN STR	2

Table 1, Parts

Procedure

1. Park the vehicle on a level surface, shut down the engine, and chock the tires. Open the hood.
2. Tip the hood back about-half-way, until it is balanced over the pivot. Prop the hood in this position or have another person support it there.
3. Detach the hood tilt-assist springs from the radiator-mounted brackets and the hood. See [Fig. 1](#).

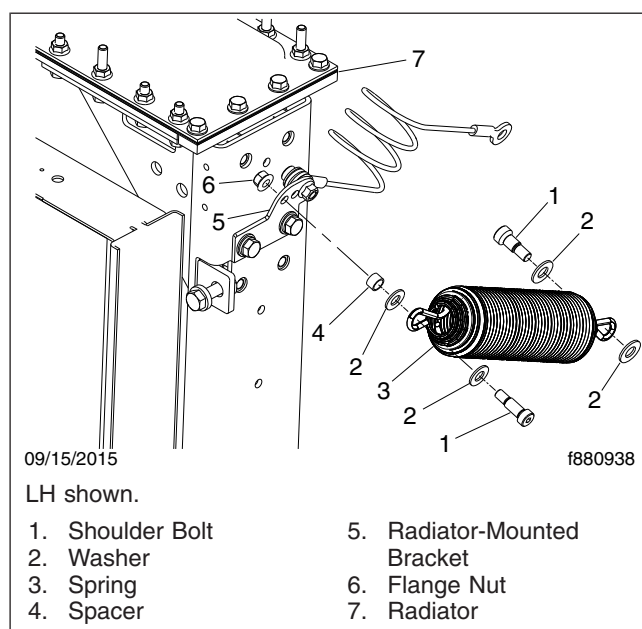


Fig. 1, Hood Tilt-Assist Spring Installation

4. Attach the new springs (BTS 300156) to the radiator-mounted bracket and the hood. Tighten the fasteners 16 lbf-ft (21 N-m).

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Reducing Excessive Hood Opening Effort, 4900 Models

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Warranty

This is an informational bulletin only. Warranty does not apply.