

Constellation
Heritage
> 4700 Models

4800 Models
4900 Models
> 5700 Models

5900 Models
6900 Models

Western Star
Service Bulletin

General Information

Hood paint is peeling on some 4700 models and 5700 models built from December 1, 2014 through August 1, 2016. This condition is caused by the use of 131S™ primer, that the paint did not adhere properly to. Follow the instructions below to correct this issue.

Procedure

1. Photograph an area that **does not** already have paint damage.
2. Take a piece of regular masking tape and press it firmly to the area.
3. Pull (jerk) the tape off quickly.
4. Photograph any paint attached to the tape.
5. Photograph any paint missing from where the tape was applied.
6. Perform the tape test on multiple areas of the hood.
7. If paint is not pulled off when the tape is removed, there is no paint adhesion issue. See [Fig. 1](#).
If paint is pulled off when the tape is removed, the paint does not adhere properly. See [Fig. 2](#).



Fig. 1, Chipped Paint from Road Debris



Fig. 2, Paint Does Not Adhere to the Hood

8. If a paint adhesion issue exists, completely sand the hood to remove all of the original primer.
9. Apply Axalta 1480S™ Spot Productive Primer following instructions in **Section 98.00 Paint, Axalta** in the *Western Star Workshop Manual*.

Warranty

This procedure is warrantable only if the described condition exists and the repair is performed within the applicable base or extended coverage warranty period. If a failure is not found, this procedure is considered preventive and warranty does not apply.

Western Star Service Bulletin

Constellation
Heritage
> 4700 Models

4800 Models
4900 Models
> 5700 Models

5900 Models
6900 Models

Normal warranty applies. See [Table 1](#) for OWL VMRS codes and labor allowance information. Enter this service bulletin number in the *Service Bulletin #* field.

OWL VMRS Codes and Labor Allowance					
Primary Failed Part	Component Code	Cause Code	SRT Code	Description	Time: Hours
Paint	053-998-014	97	980-5000A	Hood, Assembly, Exterior, Strip Paint, Refinish	11

Table 1, OWL VMRS Codes and Labor Allowance