

Constellation  
Heritage  
> 4700 Models  
4800 Models

4900 Models  
> 5700 Models  
5900 Models  
6900 Models

Western Star  
Service Bulletin

## General Information

The following information provides proper towing instructions for all Western Star trucks with removable tow hooks.

## Towing Procedure

1. Shutdown the engine and set the parking brake.

### DANGER

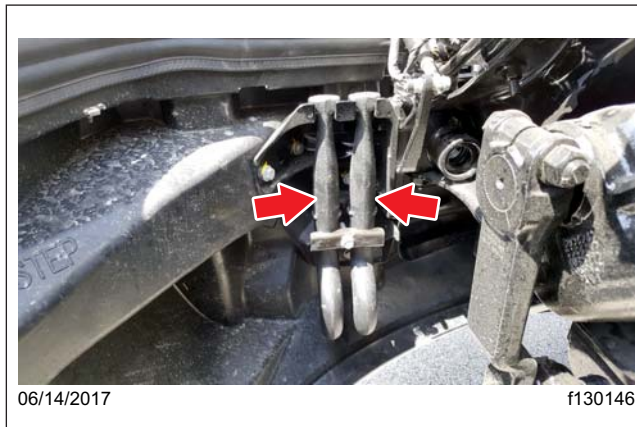
**When working on the vehicle, shut down the engine, set the parking brake, and chock the tires. Before working under the vehicle, always place jack stands under the frame rails to ensure the vehicle can not drop. Failure to follow these steps could result in serious personal injury or death.**

2. Open the hood. Remove the tow hooks, located behind the driver's-side bumper. See [Fig. 1](#). Close and latch the hood.

### NOTICE

**New or ungreased tow hooks may be hard to install. Tow hooks that are not properly installed may be damaged or break.**

3. Install the tow hooks onto the tow hook receivers through the tow hook holes in the bumper, rotating the hooks so the hook opening faces down. See [Fig. 2](#). Pull the tow hooks to ensure they are securely engaged in the tow hook receivers.



**Fig. 1, Tow Hooks**



**Fig. 2, Tow Hooks Installed, Facing Down**

4. Lower the stinger assembly so that it is level and approximately 1 inch (0.3 cm) off the ground. Back the tow truck so that the crossbar with lift adaptors is within 6 inches (15 cm) of the Aero bumper. See [Fig. 3](#).

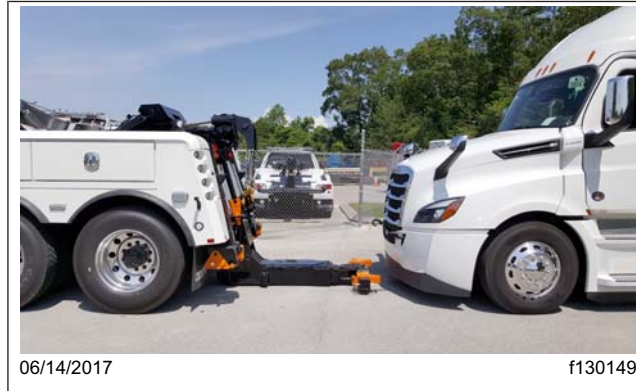


Fig. 3, Positioning the Stinger Assembly

### NOTICE

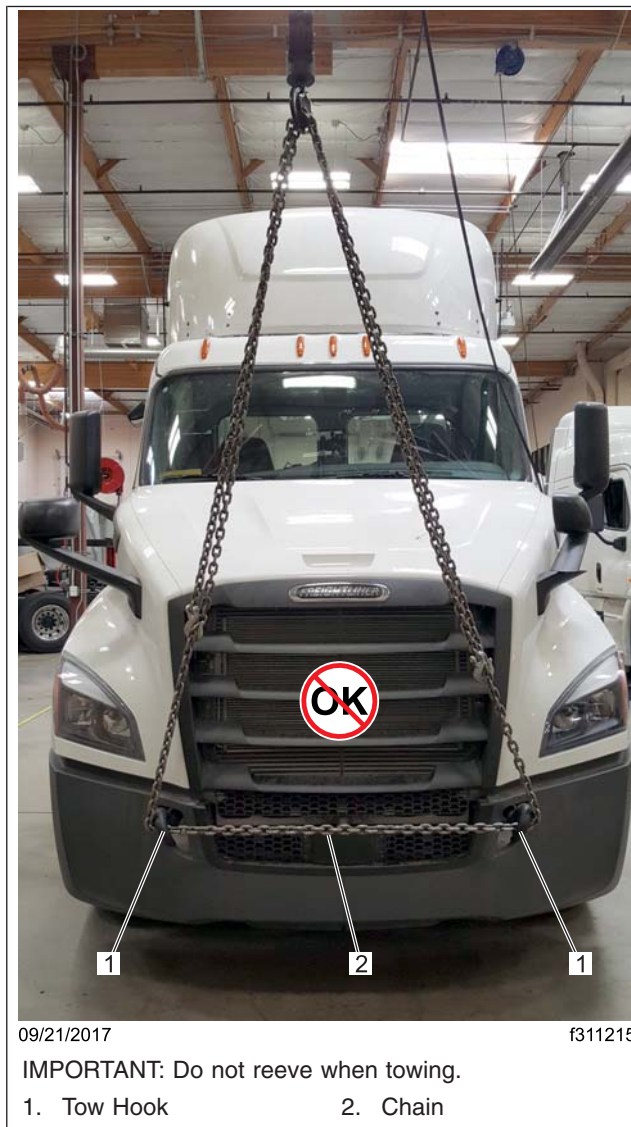
When using tow hooks to move the vehicle, do not pass a sling (for example, a rope or chain) from one hook to another. Known as reeving, this practice is *not* permissible in most industrial applications of towing and hoisting. Reeving can overload the hooks and result in damage to the vehicle. See [Fig. 4](#).

5. Pull the tow cables out of the tow truck and connect the tow cable lifting hooks onto the tow hooks, then extend the recovery boom within 4 to 6 inches (10 to 15 cm) of being vertical of the tow hooks. See [Fig. 5](#).

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**Fig. 4, Reeving**

6. Lift the front of the truck until there is enough clearance for the stinger and crossbar to pass under the bumper. See [Fig. 6](#).

If enough clearance can not be gained with a single lift, jack stands or other means capable of supporting the weight on the front axle must be used while the cables are shortened to allow a second lift.

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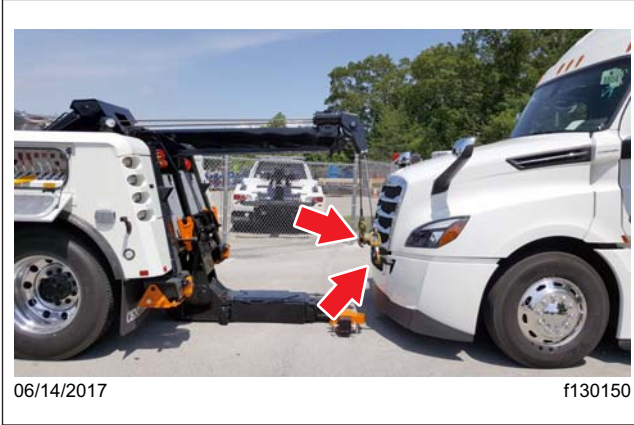


Fig. 5, Tow Cables Connected to the Tow Hooks

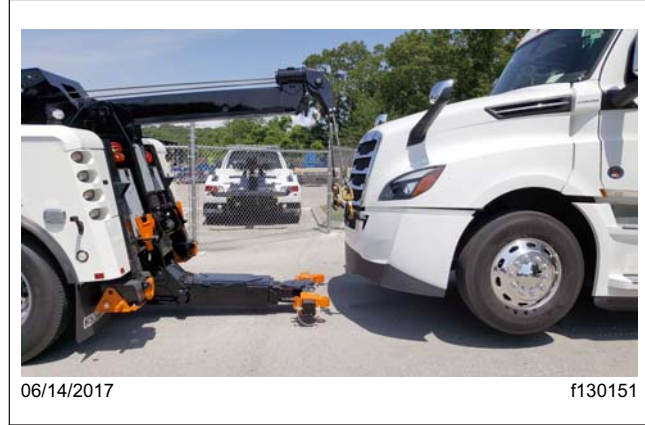


Fig. 6, Moving the Stinger and Crossbar Under the Bumper

### **WARNING**

Failure to chock the tires or connect the tow truck's air brake system before releasing the spring parking brakes could allow the disabled vehicle to suddenly roll. This could cause property damage or personal injury.

7. Chock the rear tires.

### **NOTICE**

Reference the applicable axle manufacturer's information to avoid damaging the axle when towing the truck.

8. Use mid-rise or high-rise forks, or lift adaptors (part number 0200020) on the crossbar to provide clearance for the aerodynamic bumper. See [Fig. 7](#) and [Fig. 8](#).

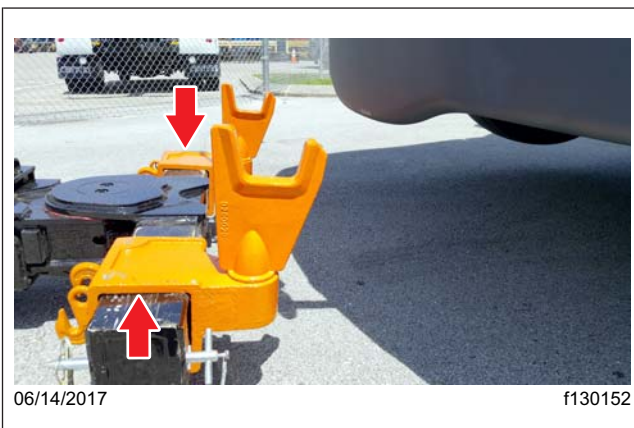


Fig. 7, Lift Adaptors Installed on the Crossbar



Fig. 8, Backing the Tow Truck with Lift Adaptors on the Crossbar

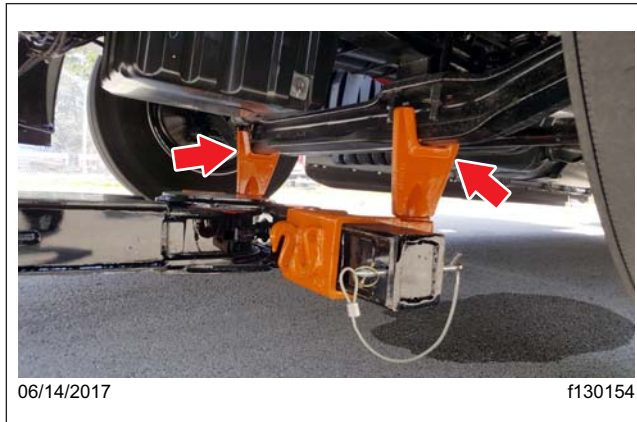


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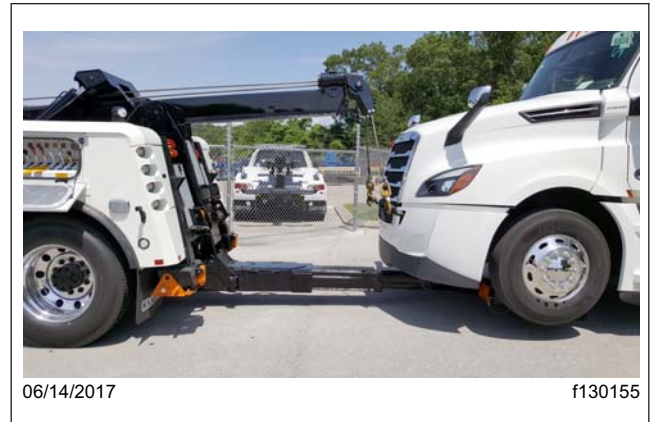
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9. Extend the stinger and place the lift adaptors under the axle. Make certain the lift adaptors are under the front suspension springs between the U-bolts. See [Fig. 9](#) and [Fig. 10](#).



**Fig. 9, Positioning the Stinger with Lift Adaptors Under the Axle**



**Fig. 10, Stinger with Lift Adaptors Under the Axle (tow truck shown)**

10. Secure the axle to the crossbar with a chain or ratchet strap.

## NOTICE

**Failure to remove the driveline(s) or the drive axle shafts when towing the vehicle with the rear wheels on the ground could result in damage to the transmission and other parts.**

11. Remove all drivelines or all axle shafts for towing.
12. Remove the tow cables from the tow hooks and retract the recovery boom. See [Fig. 11](#).
13. Remove the tow hooks from the bumper.
14. Connect the air and electrical supply lines from the tow truck to the truck being towed.

**IMPORTANT:** On trucks equipped with a front air suspension, either air pressure must be supplied to the secondary air system or the front suspension must be blocked to operating height with wooden spacers and the axle chained to the frame to prevent damage to the truck.

15. Release the park brake and remove the chocks from the rear tires.
16. Use the stinger to pull the truck close to the back of the tow truck for final towing position. See [Fig. 12](#).

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Fig. 11, Retracting the Recovery Boom

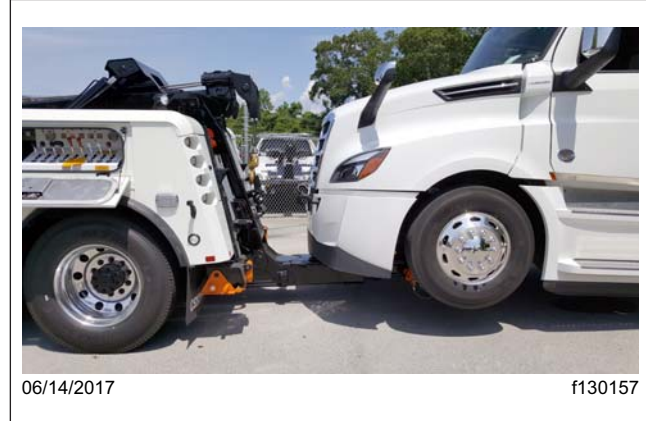


Fig. 12, Final Towing Position

17. Connect the safety chains. See [Fig. 13](#).



Fig. 13, Safety Chains Connected on the Towed Vehicle

## Warranty

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