



Kenworth Truck Company
Customer Service Department
PO Box 1000
Kirkland, Washington 98083-1000
(425) 828-5888

Date TBD

[First VIN]
Customer Name
Address
City, State Zip

Subject: TIB 23-002: Eaton Endurant Transmission Clutch Bolt Torque

Dear Kenworth Customer,

Your vehicle (listed within this letter) is eligible for a campaign to check and retorque clutch bolts. This work will verify that your vehicle is optimally calibrated for clutch shifting and disengagement.

Please contact a Kenworth dealership to schedule an appointment for this work. If you have already had this work performed, please disregard this letter. You can find your nearest Kenworth dealer at Dealer Locator on the website www.Kenworth.com.

When contacting your selected Kenworth dealer, refer to campaign TIB 23-002 and the VIN listed on this letter. The work will take approximately 1.0 hour, depending on vehicle configuration and dealer scheduling. There will be no charge to you if completed within Standard Warranty (excludes Extended Warranty) or for upgrades completed by 01/01/2020, whichever is greater. We apologize for this inconvenience but ask for your cooperation to ensure your continued satisfaction with Kenworth products.

If you require further information about this campaign, reimbursement of a pre-notification remedy associated with this campaign or experience any difficulty in making arrangements for this repair, please contact us and provide the name of your Kenworth dealer, a call back number, your email address (optional), the last 8 digits of the VIN, the TIB number, and your question:

Email: Kenworth.Customer.Service@paccar.com

OR

Mail: Kenworth Truck Company, P.O. Box 1000, Kirkland, WA 98083-1000, Attn: Customer Service Department

OR

Phone: 425-828-5888

If you no longer own this vehicle, we would appreciate your advising us of the new owner if you know their name.

Thank you,

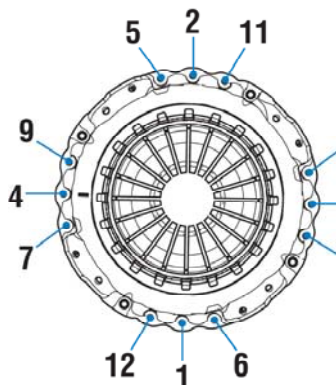
Shondip Chakravarty
Director of Customer Service
Kenworth Truck Company

VIN: [VIN List]



Technical Information Bulletin

23-002



Section

Clutch - 23

Subject

PACCAR Transmissions and Eaton Endurant Transmission Clutch Bolt Torque

Release Date

12/4/2018

Revision

12/19/2018: Added Quick Claims to the Warranty section.

Condition

The clutch may not shift appropriately or the clutch may not disengage due to lack of torque on the clutch bolts.

Chassis Affected

1003 chassis (955 U.S. and 48 Canada) T680 and T880 built from 10/12/2018 through 11/09/2018 equipped with either a PACCAR Transmission or an Eaton Endurant transmission. See the attached chassis list for specific chassis.

Action

CAMPAIGN

Service all chassis affected that enter your dealership, even if the customer has no issue with the chassis.

1. Review the attached chassis list for your dealer code and schedule your customer(s) for service if their chassis is on the list.
2. If you are not using Service Management to start repair orders, review DWWC or SIR for "Complete" next to the "23002" campaign code prior to performing this repair.
3. Follow the procedures below to retorque the clutch bolts.

This campaign can be performed at any time convenient for the customer (for example: during the next scheduled maintenance interval).

NOTE: Some chassis affected are so new that Kenworth may not have customers' names and addresses registered. Please contact your customers or check your lot for these chassis.

Warranty

Through Standard Warranty (excludes Extended Warranty) or for repairs completed by 01/01/2020, whichever is greater, Kenworth will pay for parts at dealer net plus applicable mark-up and labor:

- 0.3 hours labor to retorque clutch bolts in chassis with MX engines and PACCAR transmission. Use Quick Claim 23002A.
- 0.6 hours labor to retorque clutch bolts in chassis with Cummins engines and Eaton Endurant transmission. Use Quick Claim 23002B.
- File an additional claim for extraordinary circumstances. A claim for standard labor must be filed first.

Take-Off Parts Disposition: N/A

CLAIM CODING			
Failure Location:	023-002-001	Work Accomplished:	10
Failure Type:	240	Responsibility Code:	02
SRT Code:	023-028	Claim Type:	C

Procedure

MX Engine Clutch Bolt Retorque Procedure

One person required to perform job.

Required Tools

- MX engine cranking tool 1961375
- Torque wrench set to 45 lb-ft. (61 N·m)
- 16mm deep well socket

Procedure

1. Remove the access plate from the transmission bell housing.



2. Remove the access cover from the flywheel housing.



3. Use the MX engine cranking tool to rotate the engine until a clutch bolt is accessible through the transmission bell housing access plate.
4. Torque the bolt to 45 lb-ft. (61 N·m).
5. Apply a witness mark to the bolt.
6. Repeat this process for the remaining 11 bolts.
7. Reinstall the transmission bell housing access plate.
8. Reinstall the flywheel housing access cover.

Cummins engine clutch bolt retorque procedure

Two people required to perform job

Tools Required

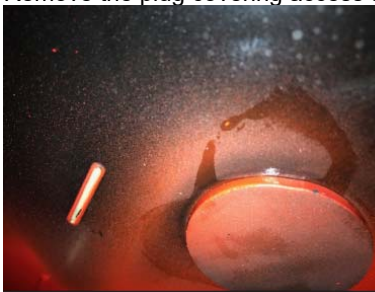
- ¾ in. ratchet with handle extension
- Torque wrench set to 45 lb-ft. (61 N·m)
- 16mm deep well socket

Procedure

1. Remove the access plate from the transmission bell housing.
2. Remove the air compressor muffler on the left front of the engine.



3. Remove the plug covering access to the insert on the end of the crank.



4. Technician 1 rotates the engine while Technician 2 watches for the clutch bolt to become accessible.
5. Torque the bolt to 45 lb-ft. (61 N·m).
6. Apply a witness mark to the bolt.
7. Repeat this process for the remaining 11 bolts.
8. Reinstall the transmission bell housing access plate.
9. Reinstall the plug covering access to the insert on the end of the crank.
10. Reinstall the air compressor muffler on the left front of the engine.

Attachments

 [Dealer\Chassis List](#)

 [U.S. Customer Letter](#)

 [Canada Customer Letter](#)

Authored by: OF

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