



Technical Information Bulletin

15-027



Section

Steering - 15

Subject

T680/T880 Power Steering Sealing Plug Seated Incorrectly

Release Date

3/20/2019

Condition

The Avdel sealing plug may not be seated correctly. If the plug is not seated correctly, a significant power steering leak may result.

Chassis Affected

248 chassis (228 U.S. and 20 Canada), T680 and T880 vehicles built from 12/10/2018 through 01/10/2019 equipped with ZF Steering Gearbox p/n J87-6028. 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 "15027" campaign code prior to performing this repair.

- Follow the procedures below to inspect the Avdel plug on the steering gear box and replace the gear box if needed.

Warranty

Through Standard Warranty (excludes Extended Warranty) or for repairs completed by 04/01/2020, whichever is greater, Kenworth will pay for parts at dealer net plus applicable mark-up and labor:

- 0.3 hours labor to inspect the Avdel plug. Use Quick Claim Code 15-027.
- 1.75 hours labor to inspect the Avdel plug and replace the steering gear box. File a long-form claim.
- File an additional claim for extraordinary circumstances. A claim for standard labor must be filed first.

Take-Off Parts Disposition: Ship take-off parts to supplier per ship code RO

CLAIM CODING			
Failure Location:	015-003-061	Work Accomplished:	35
Failure Type:	225	Responsibility Code:	05
SRT Code:	015-020 1.75 hrs. Gear Assembly - Integral Power - R and R 015-xxx 0.3 hrs for inspection	Claim Type:	C
Vendor Code:	15-27		

Parts

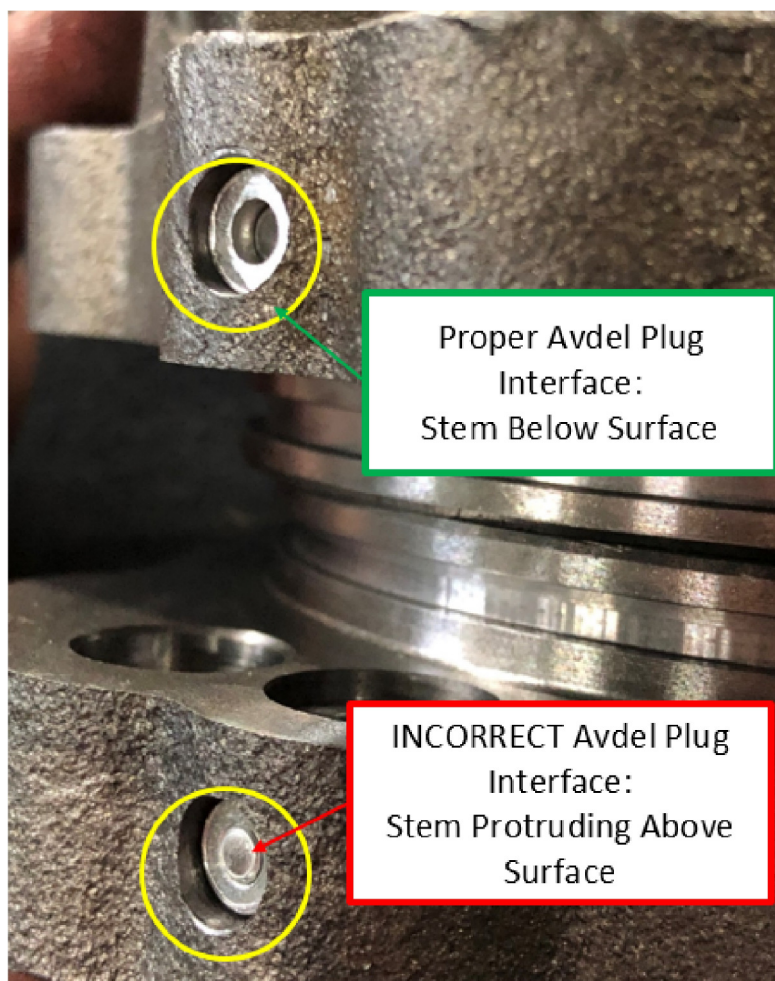
Parts are available from PACCAR Parts.

Quantity	Part Number	Description
1	J87-6028	GEAR - STEERING THP60
As required	Source locally	Power Steering Fluid

Procedure

- Inspect the Avdel plug on the steering gear. The Avdel plug is found on the input shaft end of the gear, against the frame in the location marked below.
 - A properly installed Avdel plug will have the stem below the surface of the plug face.
 - An improperly installed plug will have the stem protruding from the face of the plug.





2. If the stem is protruding from the face of the plug, replace the steering gear.

Attachments

 [DealerChassis List](#)

 [U.S. Customer Letter](#)

 [Canada Customer Letter](#)

Authored by: OF

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Repair Notice

15-027

Section

15 - Steering

Description

ZF Steering Gear Boxes May Develop a Leak Due to an Improperly Installed Plug

Release Date

3/20/2019

Introduction

Peterbilt has determined that the sealing plug may not be seated correctly in the ZF steering gear box. Vehicle Models 567 and 579 built between December 13, 2018 and January 11, 2019 may be affected. An improperly seated sealing plug may result in a significant power steering fluid leak.

Resolution

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 SmartLINQ Service Management to start repair orders, review the DWWC or SIR for "Complete" next to the "15027" campaign code prior to performing this repair.
 3. Follow the procedures below to inspect the plug on the steering gear box and only replace the gear box if required.
-

Warranty

Through standard warranty or for repairs completed by 04/01/2020, whichever is greater, Peterbilt will pay for parts at dealer net plus applicable mark-up and labor:

- 0.3 hours labor to inspect the sealing plug. Use Quick Claim Code 15-027.

- 1.75 hours labor to inspect the sealing plug and replace the steering gear box. File a long-form claim.
- File an additional claim for extraordinary circumstances. A claim for standard labor must be filed first.

Take-Off Parts Disposition: Ship take-off parts to supplier per ship code BC

<i>For Field...</i>	<i>Enter...</i>
<i>Failure Location</i>	<i>015-003-061</i>
<i>Failure Type</i>	<i>700</i>
<i>Claim Type</i>	<i>C</i>
<i>Responsibility</i>	<i>09</i>
<i>SRT 015-020</i>	<i>1.75 Hours Gear Assembly-Integral Power - R&R</i>
<i>SRT 015-XXX</i>	<i>0.3 Hours for Inspection only</i>

Parts

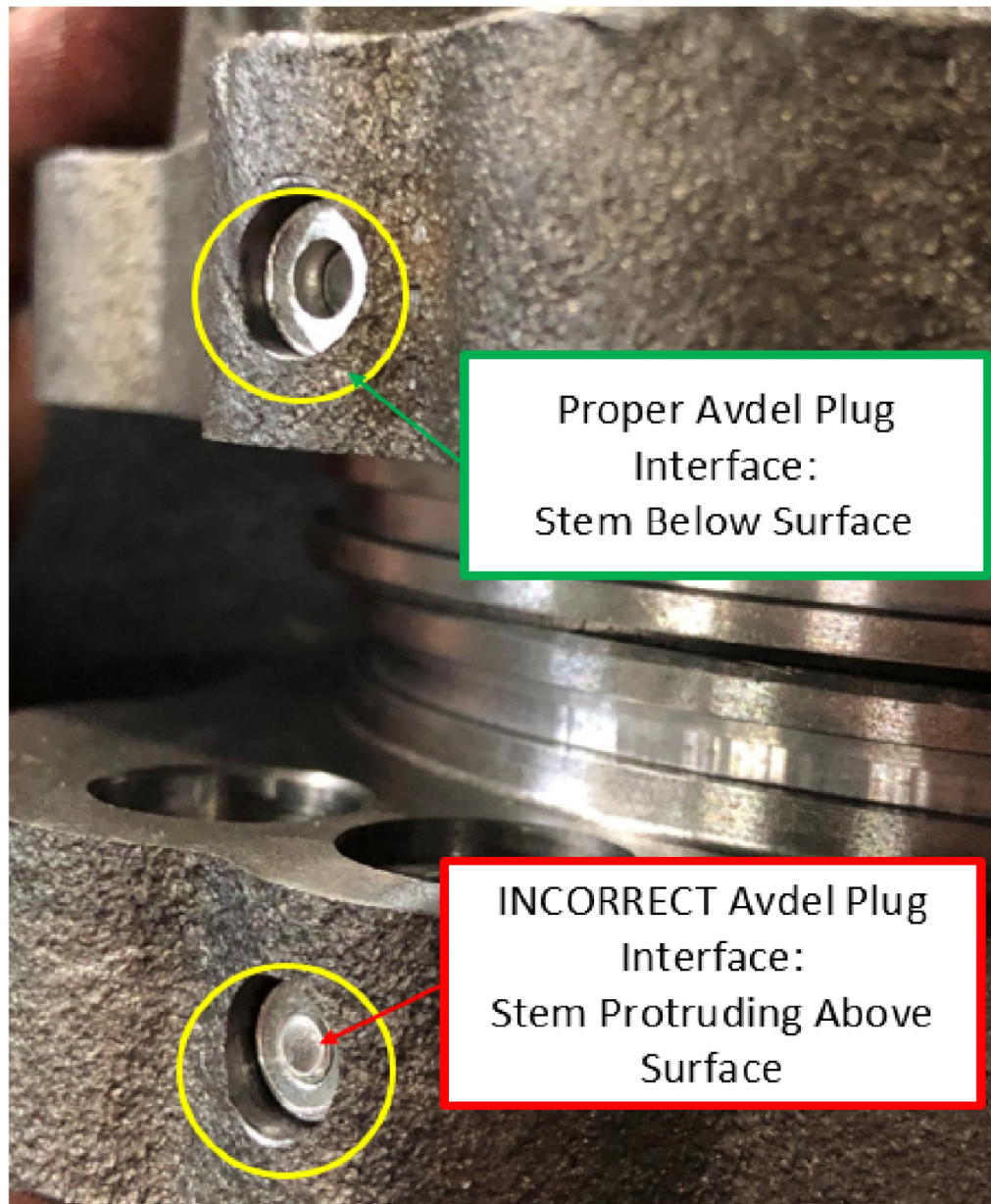
Parts are available from PACCAR Parts.

PART NUMBER	DESCRIPTION	QTY
J87-6028	Gear - Steering THP60	1
Power Steering Fluid	Source Locally	As Required

Procedure

1. Inspect the sealing plug on the steering gear. The sealing plug is found on the input shaft end of the gear, against the frame in the location marked below.
 - A properly installed sealing plug will have the stem below the surface of the plug face.
 - An improperly installed plug will have the stem protruding from the face of the plug.





2. If the stem is protruding from the face of the plug, replace the steering gear.

Attachments

[15-027 Chassis List](#)

[15-027 Customer Letter](#)

[15-027 French Customer Letter](#)

Authored by: DKH

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A **PACCAR** COMPANY

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 15-027 T680/T880 Power Steering Sealing Plug Seated Incorrectly

Dear Kenworth Customer,

Your vehicle (listed within this letter) is eligible for a campaign to inspect the sealing plug on the power steering gearbox. If the sealing plug is not seated correctly, it may allow power steering fluid to leak. If a nonconforming installation is found, the condition will be remedied and the power steering gearbox will be replaced.

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 **15-027** and the VIN listed on this letter. The work will take up to approximately **2 hours**, 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 **04/01/2020**, 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 recall, or experience any difficulty in making arrangements for this repair, please contact Kenworth Customer Service; provide your name, your dealer's city and state, your phone number, your email address (optional), the last 8 digits of your VIN, the bulletin number, and your question using one of the following:

Email: Kenworth.Campaigns@paccar.com with the bulletin number in the subject line

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]

March 18, 2019

Subject: Field Repair **15-027**: Models 567 and 579 Power Steering Sealing Plug Seated Incorrectly
EXPIRATION DATE: April 01, 2020
The VINs are listed on the back or bottom of this page

Customer Name
Address
City, State Zip

Dear Peterbilt Customer,

Your vehicle is eligible for a campaign to inspect the sealing plug on the power steering gearbox. Power steering fluid may leak if the sealing plug is not seated correctly.

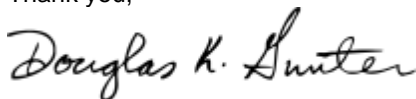
The problem is...	Power steering sealing plug may not be installed correctly
Correction...	Your dealer will inspect the plug and, if required, replace the steering gear box
What you must do ...	Contact your dealer immediately to schedule an appointment

Please contact a Peterbilt dealership to schedule an appointment for this work and reference **15-027** and the VIN listed on this letter. If you have already had this work performed, please disregard this letter. You can find your nearest Peterbilt dealer at Dealer Locator on the website www.Peterbilt.com. The work will take approximately **2.0** hours labor depending on vehicle configuration and dealer scheduling. There will be no charge to you if completed by 04/01/2020.

We apologize for any inconvenience this may cause and thank you for your participation in helping Peterbilt provide the highest levels of customer satisfaction and service expertise.

We value your business and appreciate your ongoing loyalty to Peterbilt and its dealer network. Industry-leading quality, performance and reliability are hallmarks of Peterbilt products, and we thank you for making Peterbilt your truck of choice.

Thank you,



Doug Gunter
Director of Customer Service
Peterbilt Motors Company