



A **PACCAR** COMPANY

Kenworth Truck Company
Customer Service Department
PO Box 1000
Kirkland, Washington 98083-1000
(425) 828-5000

Date of Letter

Subject: TIB 59-002 Holland FW17 Series Fifth Wheel Release Handles Remain in the Unlocked Position
This notice applies to your vehicle; VIN

Customer name
Customer address
City, State ZIP

Dear Kenworth Customer,

Kenworth has been notified by Holland that certain vehicle Models T440/T470, T680, T800, T880, and W900 built between January 23, 2018 and December 10, 2018 were manufactured with a Holland FW17 series fifth wheel, manual release handle that may stick in the ready to uncouple position. In this condition, when the vehicle operator attempts to couple the fifth wheel to the next trailer kingpin, the fifth wheel lock will not engage resulting in a completely uncoupled fifth wheel, requiring the operator to recouple. Your vehicle has been identified as having an affected fifth wheel.

<i>The problem is...</i>	Fifth wheel handle may not lock properly
<i>What your dealer will do...</i>	Your dealer will inspect and/or replace with a new handle
<i>What you must do ...</i>	Contact your Kenworth Dealer to schedule an appointment for repair

Kenworth has initiated a campaign to inspect the operation of the fifth wheel release handle and replace it if needed. The work will take approximately **2.0 hours**, depending on vehicle configuration and dealer scheduling. There will be no charge to you if completed by **04/01/2020**. We apologize for this inconvenience but ask for your cooperation to ensure your continued satisfaction with Kenworth products.

To find your nearest Kenworth dealer, please visit Dealer Locator at www.Kenworth.com.

If you had this repair performed before you received this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall.

If you require further information about this recall, 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 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. In your message, provide a call back number, the last 8 digits of the VIN, and the TIB number.

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

We appreciate your cooperation in this matter.

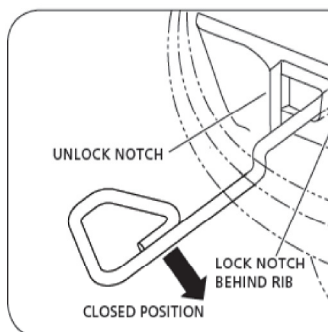
Thank you,

Shondip Chakravarty
Director of Customer Service
Kenworth Truck Company



Technical Information Bulletin

59-002



Section

Fifth Wheels - 59

Subject

Holland FW17 Series Fifth Wheel Release Handles Remain in Unlocked Position

Release Date

3/26/2019

Condition

Kenworth has been notified by Holland that certain vehicles were manufactured with a Holland FW17 series fifth wheel with a release handle that may not lock properly. See the Background section for additional details. This repair is for manual release fifth wheels only.

Chassis Affected

3158 chassis (3148 U.S. and 10 Canada), T440/T470, T680, T800, T880, and W900 Model Year 2019 and 2020 vehicles built from 01/23/2018 through 12/10/2018 equipped with a Holland FW17 series fifth wheel. 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 "59002"

campaign code prior to performing this repair.

3. Follow the procedures below to inspect and if required, install a new release handle.

Warranty

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

- Claims for inspection and repair must be filed direct with Holland. Dealers should utilize the standard process for Holland repairs. Vehicles that have had this campaign activity performed will be marked complete in SIR for 59002.
- Dealer must supply photos of the fifth wheel serial number plate on all FW17 fifth wheel claims for inspection and/or repairs.

Take off parts disposition: As instructed in the 59-002 Repair Procedure

Parts

Parts are available from PACCAR Parts or direct shipped from the supplier.

Quantity	Part Number	Description
1	RK-171-11079-M	Replacement Kit
1	*TF-TLN-5001	SAF-HOLLAND KINGPIN LOCK TESTER (If needed)

* Can use any fifth wheel kingpin lock tester tool. If a tool is required, contact SAF-Holland to order the tool TF-TLN-5001.

Background

Kenworth has been notified by Holland that certain vehicles were manufactured with a Holland FW17 series fifth wheel with a release handle that may not lock properly. The lock notch of the manual release handle may get stuck on the rib window when moving from the "hooked open, ready to uncouple" position to the "ready to couple" position. When the vehicle operator attempts to couple the 5th wheel to the next trailer kingpin of a parked trailer, the fifth wheel lock will not engage the hook, resulting in an open position instead of a fully locked position. This is visually detectable by the vehicle operator via the fifth wheel handle position. Vehicle fifth wheel-to-trailer king pin coupling is legally required to be visually inspected per FMSCR 392.7. This potential issue does not affect locked fifth wheel performance; if the fifth wheel is locked and the manual release handle is in the proper IN position, the fifth wheel will not unintentionally uncouple.

Procedure

See the attached procedure.

Attachments

 [U.S. Customer Letter](#)

 [Canada Customer Letter](#)

 [Chassis List](#)

 [Repair Procedure](#)

Authored by: OF

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March 15, 2019

Subject: **59-002:** Holland FW17 Series Fifth Wheel Release Handle May Not Lock Properly
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,

Peterbilt has been notified by Holland that certain vehicle Models 365, 367, 567, 579, 389 and 389G glider kits built between January 18, 2018 and October 23, 2018 were manufactured with a Holland FW17 series fifth wheel with a release handle that may not lock properly. The release handle may remain in the unlocked position. If this occurs, the next time the operator tries to couple the fifth wheel to a trailer king pin, the fifth wheel lock will not engage and the condition will be apparent to the operator by the unlocked position of the release handle. A locked fifth wheel will not be affected and there is no risk a trailer will decouple from a tractor under load. Your vehicle has been identified as having an affected fifth wheel.

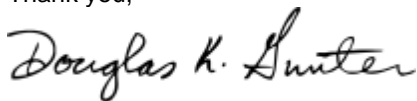
The problem is...	Fifth wheel handle may not lock properly
Correction...	Your dealer will inspect and/or replace with a new handle
What you must do ...	Contact your dealer immediately to schedule an appointment

Please contact a Peterbilt 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 Peterbilt dealer at Dealer Locator on the website www.Peterbilt.com. The work will take approximately 2.0 hour 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



Repair Notice

59-002

Section

59 - Fifth Wheels

Description

Holland FW17 Series Fifth Wheel Handles May Remain in an Unlocked Position When Coupling to a Parked Trailer

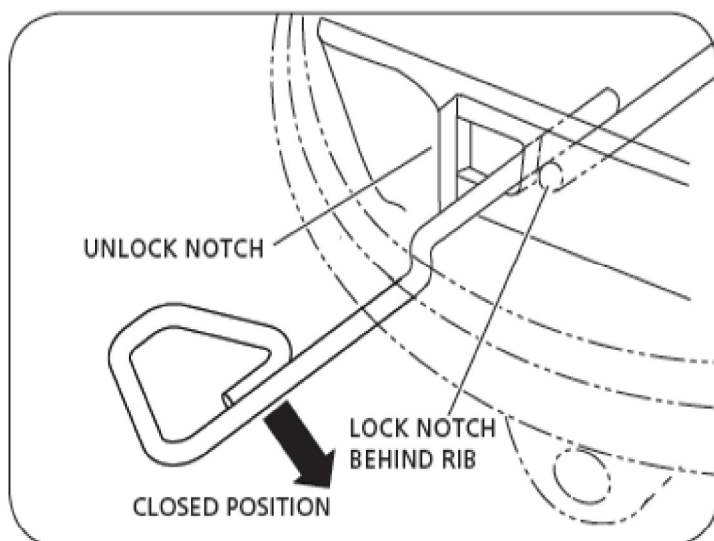
Release Date

3/26/2019

Introduction

Peterbilt has been notified by Holland that certain vehicle Models 365, 367, 567, 579, 389 and 389G glider kits built between January 18, 2018 and October 23, 2018 were manufactured with a Holland FW17 series fifth wheel with a release handle that may not lock properly. [The lock notch of the manual release handle may get stuck on the rib window when moving from the hooked open, ready to uncouple position to the ready to couple position.](#) When the vehicle operator attempts to couple the fifth wheel to the next trailer kingpin of a parked trailer, the fifth wheel lock will not engage the hook resulting in an open position instead of a fully locked position. This is visually detectable by the vehicle operator via the fifth wheel handle position. [Vehicle fifth wheel to trailer king pin coupling is legally required to be visually inspected per FMSCR 392.7.](#) This potential issue does not affect locked fifth wheel performance; if the fifth wheel were locked and manual release handle in the proper IN position, the fifth wheel will not unintentionally uncouple. **This repair is for manual release fifth wheels only.**

See figure below showing the lock/unlock notch and rib window where the handle goes [through](#).



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 "59002" campaign code prior to performing this repair.
3. Follow the procedures below to inspect and if required, install a new release handle.

Warranty

Repairs completed by 04/01/2020, Holland will pay for parts at dealer net plus applicable mark-up and labor:

- Claims for inspection and repair must be filed direct with Holland. Dealers should utilize the standard process for Holland repairs. Vehicles that have had this campaign activity performed will be marked complete in SIR for 59002.
- Dealer must supply photos of the fifth wheel serial number plate on all FW17 fifth wheel claims for inspection and/or repairs.

Take off parts disposition: Scrap all take off parts 30 days after claim is paid

Parts

Parts are available from PACCAR Parts or direct ship from supplier.

PART NUMBER	DESCRIPTION	QTY
RK-171-11079-M	Replacement Kit	1
**TF-TLN-5001	Kingpin Lock Tester	1

** Any fifth wheel kingpin lock tester tool can be used. If a tool is required contact SAF-Holland to order the tool **TF-TLN-5001**.

Procedure

Follow the procedures outlined in the attachment below for inspection, repair and claim filing information

[Holland FW17 Fifth Wheel Instructions](#)

Attachments

[59-002 Chassis List](#)

[59-002 Customer Letter](#)

[59-002 French Customer Letter](#)

Authored by: DKH

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