



Technical Information Bulletin

02-157



Section

Cab - 02

Subject

Vehicle Model Year 2020-2021 T680, T880, W990 Windshield Seal Delamination

Release Date

2/26/2020

Condition

The windshield seal may be delaminated.

Chassis Affected

T680, T880, and W990 chassis built from 09/27/2019 through 02/06/2020 with R44-6097 or R44-6099 windshields with windshield build date codes between Julian dates 263 of 2019 and 031 of 2020.

Action

Fix-As-Fail

If a customer comes into your dealership and demonstrates the condition above, replace the windshield. Use the procedure below.

Warranty

Through Standard Warranty or any applicable active Extended Warranty, Kenworth will pay for parts at dealer net plus applicable mark-up and labor:

If the following repairs are sublet, the dealer must file a long form claim for the glass and the sublet for labor and sealant. [C-B-019](#) must be followed.

If the repairs are not sublet, the following times are applicable.

- 3.0 hours labor to replace R44-6097 windshields.
- 3.4 hours labor to replace R44-6099 windshields and R&R the camera.

Take-Off Parts Disposition: Take photos of the seal prior to removing the windshield, then Destroy take-off parts

CLAIM CODING			
Failure Location:	002-024-001	Work Accomplished:	35
Failure Type:	345	Responsibility Code:	05
SRT Code:	002-391 3.0 hrs. Windshield (one-piece), Bonded-in - R & R Glass & R & R Seal (includes cleaning surface and resealing) 036-021 0.4 hrs. Bendix Fusion System - Camera - R & R and install the camera bracket	Claim Type:	C
Vendor Code	02157		

Parts

Parts are available from PACCAR Parts.

Windshields come in packs of 5.

Refer to WebECAT to determine the appropriate windshield part number.

Quantity	Part Number	Description
1	R44-6097-5	Windshield**
1*	R44-6099	Windshield** Supersedes to R44-6097, the camera bracket must be ordered also.
1	K113247	*Camera bracket required for R44-6099 windshield

Procedure

1. Inspect the windshield for signs of delamination as shown in the picture below. If delamination is observed, take a clear and focused picture of the delamination and submit the picture with the warranty claim.



2. Replace the windshield.
3. If the vehicle is equipped with a Bendix Fusion camera attached to the windshield (windshield p/n R44-6099), use the camera installation procedure found in [Bendix Service Manual SD-64-20124](#).

Authored by: OF

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