

S007: T440/T470, T800, and W900 Convex Mirror Shortage

11/16/2021

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S007

Section

Parts Shortage - S

Subject

S007: T440/T470, T800, and W900 Convex Mirror Shortage

Whats New Abstract

Non-Safety Campaign – Convex mirrors are available. Parts will be shipped to dealers.

Condition

Kenworth shipped chassis without driver and passenger side convex mirrors due to parts shortages.

Chassis Affected

98 (71 U.S. and 27 Canada) T440/T470, T800, and W900 chassis built from 04/06/2021 through 04/23/2021 ordered with heated driver side and passenger side convex mirrors. See the attached chassis list for specific chassis.

Action

Campaign

Service all affected chassis 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 SIR for "Complete" or "In Process" next to the "S007" campaign code prior to performing this repair.
3. Follow the procedures below to install the convex mirror.

Warranty

For repairs completed by 12/01/2022, Kenworth will pay for labor. Parts are provided to dealers at no charge.

- 0.6 hours labor to install and test the driver's side and passenger's side convex mirrors and test operation. Use Quick Claim code S007.
- File an additional claim for extraordinary circumstances. A quick claim for standard labor must be filed first.
- File the claim within 14 days in accordance with Warranty Policy C-A-009.

Take-Off Parts Disposition : N/A

PRWS CLAIM CODING			
Campaign Code:	S007	Campaign Type	Field Repair
Claim Category:	truck	Repair Type	Proactive
Customer Concern Code	146	Causal Code	29
Corrective Action Code	14	Responsibility Code:	Camp
Failure Location	002-010-037	Causal Part	7085960
Supplier Code	N/A	SRT Code	B02-007 0.6 hours Convex Mirrors Installation and function test (RH and LH side use only for bulletin S007)

CLAIM CODING			
Failure Location:	002-010-037	Work Accomplished:	05
Failure Type:	395	Responsibility Code:	02
SRT Code:	B02-007 0.6 hours Convex Mirrors Installation and function test (RH and LH side use only for bulletin S007)	Claim Type:	C
Vendor Code:	N/A	Campaign Field:	S007

Parts

PACCAR Parts will ship two of part number 7085960 for each chassis.

DO NOT PLACE ORDERS.

For chassis delivered to bodybuilders, parts will be sent to the selling dealer.

Quantity	Part Number	Description
2	7085960	Convex mirror

Procedure

Please follow your dealership's safety procedures and precautions to ensure the vehicle can be safely repaired and maintained.

Convex Mirror Installation

This procedure shows images of the driver's side. The passenger's side is similar.

1. Install the convex mirror to the bracket using a bolt and lock washer.

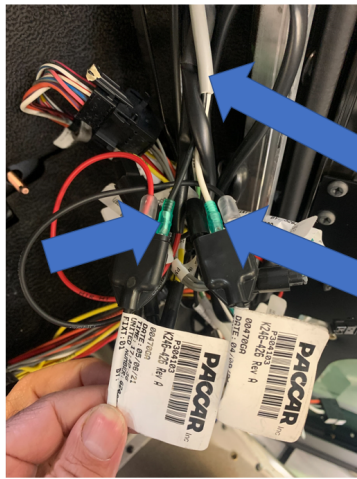


2. Route the harness through the grommet found below the mirror arm bracket and then cable-tie the harness along the mirror arm.



3. Driver's side: Remove the dash bezel and open the dash panel.
Passenger's side: Remove the glove box.
4. Plug in the power and ground wires to the harness connections in the dash.





Light grey protective sheathing from mirror.

Breaks out to black and white individual wires.

Connect to separate K246-426 jumpers inside the dash.

5. Install the dash panel and bezel and/or glove box.
6. Key on the ignition and check the mirror heat operation.

Attachments

[Dealer/Chassis List](#)

Authored by: OF