

S006 T800/W900 Exterior Sun Visor Shortage

1/10/2022

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S006

S006: T800/W900 Exterior Sun Visor Shortage

Section

Parts Shortage - S

Subject

T800/W900 Exterior Sun Visor Shortage

Whats New Abstract

Non-Safety Campaign – Sun Visors are available. Parts will be shipped to dealers.

Condition

Due to a parts shortage, certain T800 and W900 chassis were shipped without the exterior sun visors installed.

Chassis Affected

63 (42 U.S. and 21 Canada) T800 and W900 chassis with a beginning production date of 05/20/2021 through 07/13/2021.

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 "S006" campaign code prior to performing this repair.
3. Follow the procedures below to install the sun visor.

Warranty

For repairs completed by 02/01/2023, Kenworth will pay for part labor:

- For Dealers using the PRWS Warranty Application, select the Quick Claim from the Recommended Repair section.
- 0.3 hours labor to install the sun visor. Use Quick Claim Code S006.
- 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 the Warranty Policy CA009.

PRWS CLAIM CODING			
Campaign Code:	S006	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	002-009-001	Causal Part	R73-1004
Supplier Code	N/A	SRT Code	B02-006 0.3 hrs. Sun visor installation

Parts

PACCAR Parts will ship parts.

DO NOT PLACE ORDERS.

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

Quantity	Part Number	Description
1	R73-1004	Sun visor kit

Procedure

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

Look up the installation drawing in WebECAT.

In addition to the instructions included in the drawing, install the included nylon washers (K363-491-6) between the stainless-steel washers and the sun visor for both of the side mounting bolts. See Section C-C of the drawing for details.

Attachments

[Dealer\Chassis List](#)

Authored by: OF