

# 02-184: W990 Hood Pivot Bolts & Hood Rests

8/23/2023

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02-184

W990 Hood Pivot Bolts &amp; Hood Rests

## Subject

W990 Hood Pivot Bolts &amp; Hood Rests

## Whats New Abstract

Certain W990 chassis may have hood hardware that could loosen. Additionally, some chassis may have hood rests that are too rigid causing excessive noise. Hood attaching hardware and hood rests will be replaced as necessary.

## Condition

Certain W990 hood pivot bolts may loosen. Hood pivot bolts will have threadlock applied. Hood rests will be replaced with improved noise dampening material.

## Chassis Affected

4,600 (3,518 US and 1,082 Canada) W990 chassis built from 05/23/2018 through 07/28/2023.

## 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. In Service Management, select Campaign **02184** to add it to the case. If the unit is released back into service without performing the repair, make sure to also release the Campaign in Service Management.
3. If you are not using Service Management to start repair orders, review SIR for "Complete" or "In Process" next to the **02184** campaign code prior to performing this repair.
4. Follow the procedures below to apply threadlock to hood pivot hardware and inspect/replace hood

rests if necessary.

## Warranty

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For repairs completed by 09/01/2024, Kenworth will pay for parts at dealer net plus applicable mark-up and labor:

- **0.7 hours** to inspect and replace missing hood pivot hardware and apply threadlock. Includes inspect & replace hood rests. Use Quick Claim code **02184A**. Use for chassis that require hood rest replacement.
- **0.6 hours** to inspect and replace missing hood pivot hardware, apply threadlock, and inspect hood rests. Use Quick Claim code **02184B**. Use for chassis that DO NOT require hood rest replacement.
- 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 [CA009](#).

Take-Off Parts Disposition: Destroy take-off parts 30 days after claim is paid.

PRWS CLAIM CODING			
Campaign Code:	02184	Campaign Type	Field Repair
Claim Category:	Truck	Repair Type	Proactive
Customer Concern Code	062	Causal Code	19
Corrective Action Code	03	Responsibility Code:	Camp
Failure Location	002-004-128	Causal Part	W34-1163-040
Supplier Code	N/A	SRT Code	<p><b>B23-17A</b>  <b>0.7 hrs</b>            Replace hood pivot hardware and apply threadlock &amp; inspect/replace hood rests.</p> <p><b>B23-17B</b>  <b>0.6 hrs</b>            Replace hood pivot hardware and apply threadlock &amp; inspect hood rests. (No replacement of</p>

			hood rests necessary)
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## Parts

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Parts are available from PACCAR Parts.

Quantity	Part Number	Description	Package Quantity
As Needed	W34-1163-040	Bolt-Finished, Hex M10	10
As Needed	HWC07958	Washer, Flat	100
As Needed	Locally Sourced	Loctite 242 or equivalent	Multiple Sizes Available
2 (If required)	L85-1191	Hood Rest	1

## Procedure

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


**Read all steps before beginning.**

Inspect and apply threadlock to hood pivot bolts.

1. Follow the **Hood Pivot Bolt Inspection & Threadlock Application** steps in the [attached procedures](#)

(page 1).

Replace missing hardware as necessary.

 <b>NOTE</b>
<p>If any damage is found on the hood assembly, contact Field Service for direction on repair or replacement of hood. Damage includes:</p> <ul style="list-style-type: none"><li>◦ Cracks in hood structure</li><li>◦ Loose or missing nut plate</li><li>◦ Damaged nut plate threads</li><li>◦ Bent or damaged hood pivot assembly</li></ul>

2. Follow the **Hood Rest Inspection & Replacement** steps in the [attached procedures](#) (page 3).

## Attachments

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[Chassis List](#)

[Procedures](#)

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Authored by: JB3