

14-033: T680/T880/W990 Crossmember Fastener Torque

10/18/2023

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14-033

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Subject

14-033: Crossmember Torque

Whats New Abstract

Certain chassis may have under-torqued crossmember fasteners. Frame crossmember gusset fasteners must be re-torqued to prevent damage from frame vibration and movement.

Condition

Certain Model Year 2023 T680/T880/W990 chassis may have under torqued crossmember fasteners. Frame crossmember gusset fasteners must be re-torqued to prevent long term durability concerns.

Chassis Affected

849 (805 US and 44 CAN) Model Year 2023 T680, T680 NextGen, T880, and W990 chassis built from 11/01/22 through 11/11/22.

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 **14033** 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 **14033** campaign code prior to performing this repair.
4. Follow the procedures to inspect and re-torque frame crossmember gusset fasteners and touch-up

paint.

Warranty

For repairs completed by 11/01/2024, Kenworth will pay for parts at dealer net plus applicable mark-up and labor:

- Labor to inspect and re-torque crossmember gusset fasteners and touch-up paint. Use Quick Claim Code as specified in the [chassis list](#) or table below for specific crossmember combinations on tractors or

trucks:

- **See procedures section for crossmember locations.**
- Use the quick claim codes for each chassis as shown in the [attached chassis list](#).

Crossmember Combinations on Tractors

Crossmember Combination	Total # of bolts to torque	Labor Time	Quick Claim Code	SRT Code
A	12	0.3	1433AT	B23-03A
A, D	16	0.8	1433DT	B23-03A, B23-03D
B	8	0.3	1433ET	B23-03B
B, D	16	0.8	1433FT	B23-03B, B23-03D
C, D	32	1.0	1433HT	B23-03C, B23-03D
D	8	0.5	1433KT	B23-03D

Crossmember Combinations on Trucks

Crossmember Combination	Total # of bolts to torque	Labor Time	Quick Claim Code	SRT Code
A	12	1.1	1433AK	B23-03E
A, B	16	2.2	1433BK	B23-03E, B23-03F
A, B, D	24	3.3	1433CK	B23-03E, B23-03F,

Crossmember Combination	Total # of bolts to torque	Labor Time	Quick Claim Code	SRT Code
				B23-03H
A, D	16	2.2	1433DK	B23-03E, B23-03H
B	8	1.1	1433EK	B23-03F
B, D	16	2.2	1433FK	B23-03F, B23-03H
C	24	2.9	1433GK	B23-03G
C, D	32	4.0	1433HK	B23-03G, B23-03H
C, D, E	40	5.1	1433JK	B23-03G, B23-03H, B23-03I
D	8	1.1	1433KK	B23-03H

- 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](#).

PRWS CLAIM CODING			
Campaign Code:	14033	Campaign Type	Field Repair
Claim Category:	Truck	Repair Type	Proactive

Customer Concern Code	062	Causal Code	19
Corrective Action Code	32	Responsibility Code:	Camp
Failure Location	014-001-009	Causal Part	C47-1013
Supplier Code	N/A	SRT Code	See Quick Claim tables above and attached chassis list

Parts

Parts are available from PACCAR Parts.

Quantity	Part Number	Description
As Needed	Locally Sourced	Spray Paint (For Touch-up of Frame Hardware)

Procedure

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

repaired and maintained.

Read all steps before beginning.

Locate affected crossmembers on each chassis using the [attached procedure](#) before beginning.

See attached [chassis list](#) for affected crossmember locations for each chassis.

Refer to the drawings in the [attached procedure](#) for crossmember locations.



NOTE

- Only crossmembers located from back-of-cab to end-of-frame (rear) are affected.
- Only crossmembers with bolted gussets are affected.
- Only M16 fasteners holding gusset plates to crossmember center section are affected.
- Fasteners holding crossmembers and gussets to frame rails are NOT affected.

1. Torque all affected frame crossmember gusset bolts to **140 lb-ft (190 N·m)**.



NOTE

Some fasteners may be located under deck plates, fifth wheel plates, or other frame mounted accessories. Remove only those parts required for access to crossmember gusset fasteners.

2. Touch-up paint on crossmember gusset fasteners as necessary.

Attachments

[Chassis List](#)

[Procedure](#)

[Customer Letter](#)

Authored by: JB3



A **PACCAR** COMPANY

Kenworth Truck Company
Customer Service Department
PO Box 1000
Kirkland, Washington 98083-1000
(425) 828-5888

Date TBD

[First VIN]
Customer Name
Address
City, State Zip



Subject: TIB 14-033: T680.T880/W990 Crossmember Fastener Torque

Dear Kenworth Customer,

Your vehicle (listed within this letter) is eligible for a campaign to re-torque certain frame crossmember fasteners. Vehicles with under torqued fasteners may have long term durability concerns.

Please contact a Kenworth 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 Kenworth dealer at Dealer Locator on the website www.Kenworth.com or scan the QR code above.

When contacting your selected Kenworth dealer, refer to campaign **TIB 14-033** and the VIN listed on this letter. The work could take up to **1.0 hour for tractors** or up to **6.0 hours for trucks**, depending on vehicle configuration and dealer scheduling. Custom frame paint colors may require extra lead time for color matching, if necessary. Contact your dealer for color matching options and lead times.

There will be no charge to you if completed by **11/01/2024**. We apologize for this inconvenience but ask for your cooperation to ensure your continued satisfaction with Kenworth products.

<i>The problem is...</i>	Certain frame crossmember fasteners may be under-torqued
<i>What your dealer will do...</i>	Dealers will re-torque affected fasteners and touch-up frame paint
<i>What you must do ...</i>	Contact your Kenworth Dealer to schedule an appointment for repair

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 campaign. Please contact your Kenworth dealer for more information.

If you require further information about this campaign or experience any difficulty in making arrangements for this repair, please contact Kenworth Customer Service, provide your name, your dealer's city and state, your phone number, your email address (optional), the last 8 digits of your VIN, the bulletin number, and your question 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

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

Thank you,

Annick Hollingsworth
Director of Service Platforms
Kenworth Truck Company

VIN: [VIN List]