



<BULLETIN DRAFT>

No. 42-062

TIB 42-062 - W900 Mahle Radiator Vent Plugged

Author: Brad Schmitz

10/23/2023

Title (metadata)	TIB 42-062 - W900 Mahle Radiator Vent Plugged
Description	TIB 42-062 - W900 Mahle Radiator Vent Plugged
Bulletin No.	42-062
Bulletin Category	Technical Information
Service Subject	TIB 42-062 - W900 Mahle Radiator Vent Plugged
Section	Cooling - 42
What's New Abstract	Certain W900 Mahle radiator assemblies were built with closed upper vent ports. This closed port can result in slow deaeration of coolant leading to trapped air in the cooling system. Trapped air can cause higher than normal engine operating temperatures. This has the potential to cause a warning light on the dash.
Revision	
Condition / Complaint / Introduction	Certain W900 Mahle radiator assemblies were built with closed upper vent ports. This closed port can result in slow deaeration of coolant leading to trapped air in the cooling system. Trapped air can cause higher than normal engine temperatures. This has the potential to cause a warning light on the dash.
Chassis Affected / Situation	KW - 594 (486 US, 108 Canada) W900 chassis with Mahle radiator core assembly PN N4020002 built from 3/14/2023 through 5/25/2023.

TIB 42-062 - W900 Mahle Radiator Vent Plugged

42-062

Service Action / Resolution	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 42062 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” next to the 42062 Campaign code prior to performing this repair. 4. Follow the procedures to replace the radiator core and tank assembly.								
Warranty	For repairs completed by 11/01/2024, Kenworth will pay for parts at dealer net plus applicable mark-up and labor: • 3.8 hours to inspect and replace the radiator core and tank assembly on vehicles WITHOUT auxiliary cooler (fuel, power steering, or combination) – see procedures for details. Use Quick Claim code 42062A. • 3.9 hours to inspect and replace the radiator core and tank assembly on vehicles WITH auxiliary cooler (fuel, power steering, or combination) – see procedures for details. Use Quick Claim code 42062B. • 0.3 hours to inspect the radiator vent tube ONLY, No repair needed – see procedures for details. Use Quick Claim code 42062C. • 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. Question for warranty approver: Has Take-Off Parts Disposition been confirmed? Does the supplier warranty matrix match the bulletin? Take-Off Parts Disposition: Destroy take-off parts 30 days after claim is paid <table><tr><th colspan="4">PRWS CLAIM CODING</th></tr><tr><td>Campaign Code:</td><td>42062</td><td>Campaign Type</td><td>Field Repair</td></tr></table>	PRWS CLAIM CODING				Campaign Code:	42062	Campaign Type	Field Repair
PRWS CLAIM CODING									
Campaign Code:	42062	Campaign Type	Field Repair						

TIB 42-062 - W900 Mahle Radiator Vent Plugged

42-062

	Claim Category:	Truck	Repair Type	Proactive
	Customer Concern Code	035	Causal Code	62
	Corrective Action Code	03	Responsibility Code:	CampSupp
	Failure Location	042-002-013	Causal Part	N4020002
	Supplier Code	14105AC	SRT Code	B23-18A - Bulletin 42-062 - Inspect W900L radiator vent port per bulletin procedure 0.30 HRS B23-18B - Bulletin 42-062 - Replace W900L radiator per bulletin procedure 3.80 HRS B23-18C - Bulletin 42-062 - Replace W900L radiator with fuel/power-steering/combo cooler per bulletin procedure. 3.90 HRS
	Display in SIR	Always Visible	Editable by dealer?	Yes
	KW AutoPay	Choose an item.	PB AutoPay	Choose an item.

TIB 42-062 - W900 Mahle Radiator Vent Plugged

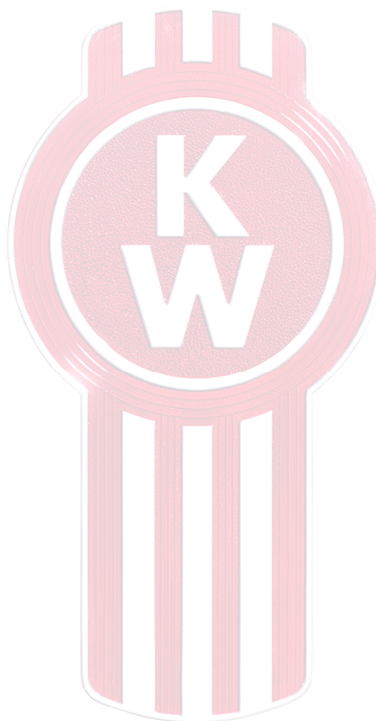
42-062

	1	N4020002 (Radiator Core)	Radiator core and tank assembly	PDC	
	As Needed (1 gallon)	Locally Sourced	Coolant (top off only)	LOC	\$7.94
	As Needed (1lb max)	Locally Sourced	Refrigerant R134a	LOC	\$3.03
	As Needed (15 max)	Locally Sourced	Cable Ties	LOC	\$.75
	1	F37-1019	Receiver/Dryer	PDC	
	As Needed (1 - 8oz can)	Sourced Locally	PAG Oil	LOC	\$9.08
	1	FG26151	#6 A/C line O-Ring	DSP	
	1	F42-6060	#8 A/C line O-Ring	PDC	
	2	1000309831BSM	Slimline Washer 1/2"	PDC	
Background					
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. Follow attached procedures to replace the radiator core and tank assembly.				
Links	KW Chassis List KW US Customer Letter KW Canada Customer Letter (English & French) Procedures Document				

TIB 42-062 - W900 Mahle Radiator Vent Plugged

42-062

Channels	KWUS ☒ KWCA☒ KWGS☒
Publish On	Click or tap to enter a date.





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 42-062: Mahle Radiator Vent Plugged

Dear Kenworth Customer,

Your vehicle (listed within this letter) is eligible for a campaign to have the radiator inspected and replaced if necessary due to a potential manufacturing defect.

Please contact your 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 www.Kenworth.com.

When contacting your selected Kenworth dealer, refer to campaign TIB **42-062** and the VIN listed on this letter. The work will take approximately **5.0 hours**, depending on repair scope, vehicle configuration, and dealer scheduling. 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.

The problem is...

Certain Kenworth W900 with Mahle radiator assemblies were built with closed upper vent ports.

What your dealer will do...

Your Kenworth dealer will inspect the radiator vent tube to verify if it is plugged. If the vent tube is plugged, your dealer will replace the radiator at no cost to you.

What you must do ...

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]

Date à être déterminée

[Premier NIV]
Nom du client
Adresse
Ville, province, code postal

Objet : Campagne TIB 42-062 : Ventilateur du radiateur Mahle branché



Cher client Kenworth,

Votre véhicule (listé à la présente) est admissible à une campagne afin de procéder à l'inspection du radiateur et à son remplacement, au besoin, à la suite d'une potentielle défectuosité de fabrication.

Veuillez communiquer avec votre concessionnaire Kenworth afin de prendre rendez-vous pour ce travail. Si vous avez déjà fait effectuer ce travail, veuillez ignorer la présente. Vous pouvez trouver votre concessionnaire Kenworth le plus près en consultant Dealer Locator ou sur www.Kenworth.com.

Au moment de communiquer avec le concessionnaire Kenworth de votre choix, vous référer à la campagne **TIB 42-062** ainsi qu'au NIV listé à la présente. Le travail nécessitera environ **5.0 heures**, selon l'étendue des réparations, la configuration du véhicule et la disponibilité du concessionnaire et sera effectué sans frais s'il est complété avant le **01/11/2024**. Nous nous excusons pour cet inconvénient mais sollicitons votre collaboration afin d'assurer votre satisfaction continue envers les produits Kenworth.

Le problème...	Certains Kenworth W900 avec assemblages de radiateur Mahle ont été construits équipés de prises de ventilation supérieures fermées.
Ce que fera votre concessionnaire...	Votre concessionnaire Kenworth procédera à l'inspection du tube de ventilation du radiateur afin de vérifier s'il est branché. Si le tube de ventilation est branché, votre concessionnaire procédera au remplacement du radiateur, sans frais.
Ce que vous devez faire ...	Communiquer avec votre concessionnaire Kenworth afin de prendre rendez-vous pour la réparation.

Si vous avez déjà procédé à cette réparation avant la réception de la présente, vous pourriez être admissible à un remboursement de vos frais pour avoir remédié sans préavis au problème associé à cette campagne. Veuillez communiquer avec votre concessionnaire Kenworth pour davantage d'information.

Si vous avez besoin de plus d'information au sujet de cette campagne ou rencontrez des difficultés à prendre rendez-vous pour cette réparation, veuillez communiquer avec le département du service à la clientèle de Kenworth en fournissant votre nom, la ville et la province de votre concessionnaire, votre numéro de téléphone, votre adresse courriel (optionnelle), les 8 derniers chiffres de votre NIV, le numéro du bulletin ainsi que votre question, selon l'une des façons suivantes :

Courriel : Kenworth.Campaigns@paccar.com avec le numéro de bulletin en ligne objet
ou
Poste : Kenworth Truck Company, P.O. Box 1000, Kirkland, WA 98083-1000, à l'attention du département du service à la clientèle
ou
Téléphone : 425-828-5888

Si ce véhicule ne vous appartient plus, nous apprécierions que vous nous fassiez part du nom du nouveau propriétaire, si vous le connaissez.

Merci,

A handwritten signature in black ink that reads 'Annick Hollingsworth'.

Annick Hollingsworth
Directrice des plateformes de service
Kenworth Truck Company

NIV : [Liste de NIV]