

47X Twinsteer Idler Arm

Field Service Campaign SF689

Published : July 2024

Problem Details:

Idler arm plate pinch bolt hole location may be incorrectly manufactured by supplier allowing draglink to become detached.

FSPRs, FRACAS, DPR, Zeus:

- CAC 13603188

Affected Models / Truck options:

- 47X Twinsteers built prior to 11/14/2023
- Approximately 50 vehicles

Responsible Supplier:

- Q Pacific MFG Corp



Production Containment:

- Supplier clean date of fixture revision
- 10/11/23 (at suppliers' facility in China)

☐ No ☒ Yes

Field Containment (short term):

- Fix as fail

☐ No ☒ Yes

Root Cause:

- Supplier fixture dimension incorrect

☐ No ☒ Yes

Long Term Corrective Action Plan:

- Supplier update to fixture and 100% inspection of parts

☐ No ☒ Yes

Long Term Field Plan:

- Service Campaign SF689
- Published 07/25/2024

☐ No ☒ Yes

Work Instructions

Subject: Twin Steer Idler Arm

Models Affected: Specific model years 2023-2024 Western Star
47X vehicles manufactured July 28, 2022, through December 1, 2023.

Replacement of the Twin Steer Idler Arm

1. Check the base label (Form WAR259) for a completion sticker for SF689 (Form WAR261), indicating this work has been done. The base label is usually located on the passenger-side door, about 12 inches (30 cm) below the door latch. If a completion sticker is present, no work is needed. If a completion sticker is not present, proceed to the next step.
2. Park the vehicle on a level surface, shut down the engine, and set the parking brake. Chock the tires.
3. Remove the idler arm fasteners, and remove both drag links from the idler arm. See [Fig. 1](#).

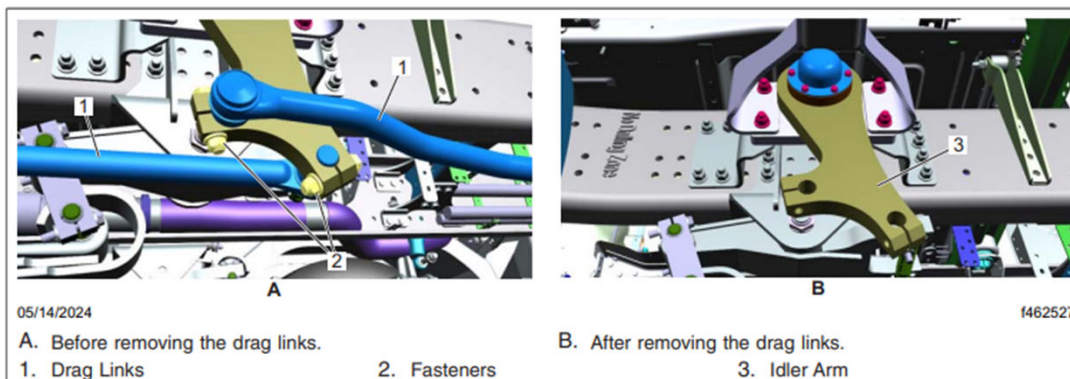


Fig. 1, Removal of the Drag Links