

# 12-001: Watson & Chalin 20K AL2200 Lift Axle Crossmember Fasteners

12/15/2025

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12-001

## Subject

Watson & Chalin 20K AL2200 Lift Axle Crossmember Fasteners

## Whats New Abstract

Vehicles equipped with Watson & Chalin 20K AL2200 lift axles may have crossmember fasteners of incorrect grade.

## Condition

Chassis with incorrect grade lift axle crossmember fasteners will be inspected and fasteners will be replaced as required.

## Chassis Affected

44 US vehicle model year 2026 Model 567 / 579 chassis built from 09/24/2025 through 10/23/2025 equipped with Watson & Chalin 20K AL2200 lift axle.

## 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 **12-001** 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 **12-001** campaign code prior to performing this repair.
4. Follow the procedures in the Attachments section to inspect the lift axle crossmember fasteners and replace them as required.

## Warranty

Starting on 12/15/2025 and for repairs completed by 01/01/2027, Peterbilt will pay for parts at dealer net plus applicable mark-up and labor:

- **0.3 hours** to inspect the lift axle crossmember fasteners with no repair required. Select Recommended Repair Code **12-001A**.
- **2.5 hours** to inspect the lift axle crossmember fasteners, replace the fasteners with outboard mounted air tank configuration, complete an air leak test per bulletin 13-065 and apply touch up paint. Select Recommended Repair Code **12-001B**.
- File an additional claim for extraordinary circumstances. A Recommended Repair for standard labor

must be filed first.

- File the claim within 14 days in accordance with the Warranty Policy.

Take off parts disposition:

| <b>PRWS CLAIM CODING</b> |             |                      |  |
|--------------------------|-------------|----------------------|--|
| Campaign Code:           | 12-001      | Campaign Type        | Field Repair   |
| Claim Category:          | Truck       | Repair Type          | Proactive  |
| Customer Concern Code    | 172         | Causal Code          | 45   |
| Corrective Action Code   | 12          | Responsibility Code: | CampSupp   |
| Failure Location         | 012-002-001 | Causal Part          | C74-1028A1111AAE10   |
| Supplier Code            | 14069AA     | SRT Code             | <p><b>B25-43A</b><br/> <b>0.3hrs</b><br/>           Bulletin 12-001<br/>           Watson &amp; Chalin<br/>           20K AL2200 Lift Axle<br/>           Crossmember Fasteners inspection per bulletin procedure.</p> <p><b>B25-43B</b><br/> <b>2.5hrs</b><br/>           Bulletin 12-001<br/>           Watson &amp; Chalin<br/>           20K AL2200 Lift Axle<br/>           Crossmember Fasteners replacement per</p> |

|  |  |                        |
|--|--|------------------------|
|  |  | bulletin<br>procedure. |
|--|--|------------------------|

## Parts

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**An inspection of the lift axle crossmember fasteners is required. Order parts only if the fasteners are required to be replaced per procedures in the Attachments section.**

| Quantity | Part Number     | Description   | Stock Location              |
|----------|-----------------|---|-----------------------------|
| 8        | HWU04092        | BOLT-HEX 5/8-18NFX1-1/2 GR8 ZN/YEL OR EQUIVALENT                      | DSP /<br>Locally<br>Sourced |
| 16       | HWU05795        | WASHER-ROUND SAE 5/8 GR8 ZN/YEL OR EQUIVALENT                         | DSP /<br>Locally<br>Sourced |
| 8        | HWU05145        | NUT-HEX 5/8-18NF GR8 ZN/YEL (PREVAILING TORQUE LOCKNUT) OR EQUIVALENT | DSP /<br>Locally<br>Sourced |
| 1        | Locally Sourced | SPRAY PAINT 15oz  | Locally Sourced             |
| 1        | Locally Sourced | THREAD/PIPE SEALANT 567 LOCTITE OR EQUIVALANT                         | Locally Sourced             |

## Procedure

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**Follow your dealership's safety procedures and precautions to ensure the vehicle is safely repaired and maintained.**

Please see the Attachments section below for procedures to inspect the lift axle crossmember fasteners and replace them as required.

## Attachments

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[12-001 Chassis List](#)

[12-001 Repair Procedure](#)

[12-001 Customer Letter](#)



A PACCAR COMPANY

Kenworth Truck Company  
Customer Service Department  
C/O PACCAR Parts  
750 Houser Way North  
Renton, WA 98057  
(425) 828-5888

[Date]

Subject: 12-001: Watson & Chalin 20K AL2200 Lift Axle Crossmember Fasteners

Expiration Date: 01/01/2027



## **FIELD SERVICE CAMPAIGN**

This notice applies to your vehicle(s) with VIN(s) at the bottom or back of this page.

Dear Kenworth Customer,

Kenworth Truck Company has determined that certain T800, T880, W900, and W990 vehicles built during 10/01/2025 through 10/28/2025 with Watson & Chalin 20K AL2200 lift axles may have lift axle crossmember fasteners of incorrect grade.

|                                  |  |
|----------------------------------|--|
| <b>What is the problem?</b>      | Lift axle crossmember fasteners may be incorrect grade.  |
| <b>What will your dealer do?</b> | Inspect the lift axle crossmember fasteners and replace them as required.                              |
| <b>What should you do?</b>       | Contact your dealer to schedule a repair appointment. This service may require up to 3 hours of labor. |

To locate your nearest dealer please scan the QR code at the top of this letter or use the Dealer Locator at [www.Kenworth.com](http://www.Kenworth.com). When scheduling this service, please refer to campaign 12-001: Watson & Chalin 20K AL2200 Lift Axle Crossmember Fasteners and the VIN(s) listed in this letter. There will be no charge to you if completed by 01/01/2027.

If you no longer own the vehicle(s), please send an email to [servicebulletins@paccar.com](mailto:servicebulletins@paccar.com) with the complete VIN(s) and the name and address of the new owner.

We appreciate your attention to this matter and value your loyalty to Kenworth and its dealer network.

Sincerely,

Kenworth Customer Service