



A **PACCAR** COMPANY

Kenworth Truck Company  
Customer Service Department  
PO Box 1000  
Kirkland, Washington 98083-1000  
(425) 828-5000

Date TBD

[First VIN]  
Customer Name  
Address  
City, State Zip

Subject: TIB 43-054: T800/T880 Improved Vertical Exhaust Heat Shields

Dear Kenworth Customer,

Your vehicle (listed within this letter) is eligible for a campaign to install an improved vertical exhaust heat shield that is less prone to vibration.

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](http://www.Kenworth.com).

When contacting your selected Kenworth dealer, refer to campaign TIB **43-054** and the VIN listed on this letter. The work will take approximately **1.0 hour**, depending on vehicle configuration and dealer scheduling. There will be no charge to you if completed within Standard Warranty (excludes Extended Warranty) or for upgrades completed by **07/01/2019**, whichever is greater. We apologize for this inconvenience but ask for your cooperation to ensure your continued satisfaction with Kenworth products.

If you require further information about this campaign, reimbursement of a pre-notification remedy associated with this campaign or experience any difficulty in making arrangements for this repair, please contact:

Email: [Kenworth.Customer.Service@paccar.com](mailto:Kenworth.Customer.Service@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: 425-828-5000.

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

Thank you,

Shondip Chakravarty  
Director of Customer Service  
Kenworth Truck Company

VIN: [VIN List]

---

**2017 Vertical Exhaust Heat Shield Replacement**

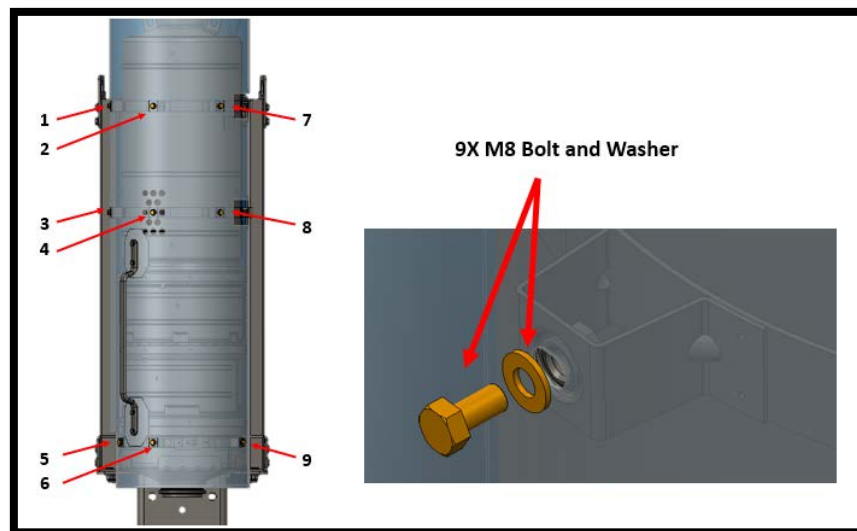
---

**Replacement Instructions**

Divisions Impacted: Kenworth and Peterbilt  
Exhaust Assembly Impacted: M37-6252-000000

**Heat Shield Replacement**

1. Remove the (9) M8 X 1.25 bolts and (9) M8 washers. They will be used for the new heat shield installation.
  - Bolt Part Numbers: 27-01260-016.
  - Washer Part Numbers: 27-00801-005P.
2. Remove the factory-installed heat shield and replace it with a new heat shield.
  - Factory-Installed Heat Shield: M46-6419.
  - New Heat Shield: M46-6440.
3. If grab handles are present, see the Grab Handle section below.
4. Install the new heat shield (M46-6440) with M8 X 1.25 bolts and washers removed during step 1.



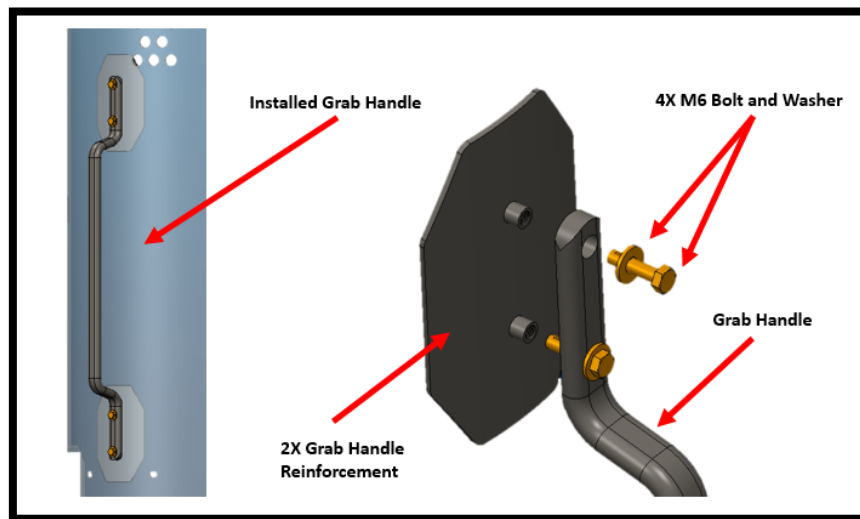
---

## 2017 Vertical Exhaust Heat Shield Replacement

---

### Grab Handles

1. Remove the factory-installed heat shield.
2. Remove the (4) M6 bolts and (4) M6 washers. They will be used for installation on new heat shield.
  - Bolt Part Numbers: K041-813-16POL.
  - Washer Part Numbers: 27-00801-004P.
3. Remove the (1) grab handle and (2) grab handle reinforcements.
  - Grab Handle Part Number: K294-225
  - Grab Handle Reinforcement Part Number: M77-6001
4. Attach the grab handle and grab handle reinforcements to the new heat shield with bolts and washers from step 2.
5. Install new heat shield as noted in step 3 of heat shield replacement section.





## Technical Information Bulletin

---

**43-054**



### **Section**

Exhaust - 43

---

### **Subject**

T800/T880 Vertical Exhaust Heat Shields

---

### **Release Date**

6/14/2018

---

### **Condition**

The original heatshields have an unsupported section that causes an audible rattling along with visual movement.

---

### **Chassis Affected**

14 chassis (11 U.S. and 3 Canada) T800 and T880 vehicles built from 12/07/2017 through 01/17/2018, with inadequately supported heat shields.

---

### **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. Review the DWWC or SIR for "Complete" next to the "43054" campaign code prior to performing this repair.
3. Follow the procedures below to replace the heat shield.

This campaign can be performed at any time convenient for the customer (for example: during next scheduled maintenance interval).

## Warranty

Through Standard Warranty (excludes Extended Warranty) or for repairs completed by 07/01/2019, Kenworth will pay for parts at dealer net plus applicable mark-up and labor:

- 0.3 hours labor to replace the heat shield. Use Quick Claim Code **43054**.

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

CLAIM CODING			
Failure Location:	043-003-042	Work Accomplished:	35
Failure Type:	700	Responsibility Code:	01
SRT Code:	043-025	Claim Type:	C

## Parts

Parts are available from PACCAR Parts.

Quantity	Part Number	Description
1	M46-6440	Guard-Muffler, Half Round

**Note:** Reuse the bolts and washers as stated in the procedure.

## Procedure

Use the attached procedure below to remove and replace the heat shield.

## Attachments

 [Dealer\Chassis List](#)

 [U.S. Customer Letter](#)

 [Canada Customer Letter](#)

 [43-054 Heat Shield Procedure](#)

---

Authored by: OF

---

Access to PACCAR's Enterprise Portal is provided as a benefit of doing business with PACCAR. All applications and content accessed through this system are confidential and proprietary and the property of PACCAR Inc and its suppliers, and must be kept strictly confidential pursuant to the contract licensing such access. Disclosure, publication, release or distribution of any material found on PACCAR systems to any person other than employees with a need to know such information is strictly prohibited. All activity on this system is monitored. If PACCAR suspects or discovers any unauthorized activity, access may be immediately terminated without prior notification. Violators may be subject to legal action.

© Copyright 2018 PACCAR Inc. All rights reserved. We welcome your [feedback](#) on this page. For technical questions or concerns about this page, please contact the [DealerNet Webmaster](#).