

11/20/1019
CAL WST 32-002

Subject: Airliner Welded Axle Seats

**Models Affected: 2019 and 2020 model year Western Star 4700,
5700XE, and 4900SB vehicles**

Our records indicate that you are the owner of one or more vehicles with the following serial numbers: LZ5038, KF5745, KE4625, KE4626, KT8800, KT8801, LJ8467.

The Airliner rear suspension welded axle seats were installed incorrectly on the rear most drive axle on these vehicles, resulting in an incorrect axle pinion angle.

The existing welded axle seats will be removed and replaced with new axle seats installed in the correct orientation.

Please see the attached communication.

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Work Instructions

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Parts

Parts		
Part Number	Part Description	Quantity
11-17531-000	SEAT,A/L,WLD,3.0D	2
11-23853-003	U BOLT,7/8-14,400,154/50,90	4
23-00461-007	NUT-HEX,HI,7/8-14,C,TX,1.17	8
23-09114-005	WASHER-HRDN,0.94X1.75X.177	8

Table 1, Parts Table

Work Instructions

1. Park the vehicle, shut down the engine, and apply the parking brakes. Chock the steer axle tires and the rear rear drive axle tires.
2. Dump the air from the Airliner rear suspension air springs.
3. Raise the truck and support the back of the frame rails with appropriate support stands. Make sure the tires are still touching the ground.
4. Remove both air springs on the rear rear drive axle. See **Section 32** in the *Western Star Workshop Manual* for instructions.
5. Disconnect the shock absorbers from the leaf springs on the rear rear drive axle.
6. Remove both of the Airliner leaf springs on the rear rear drive axle.
7. Locate the welded axles located on the bottom of the axle housing. See **Fig. 1**.

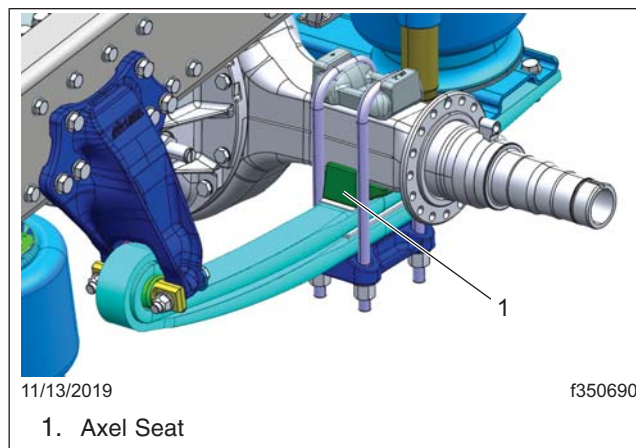


Fig. 1, Airliner Suspension Rear Rear Drive Axle

8. Cut off the existing left-hand and right-hand axle seats.

IMPORTANT: Remove the welds with minimal grinding on the axle housing.

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9. Use a disc grinder to grind out the welds and remove the axle seats. Discard the axle seats.
10. Remove any weld residue, ridges, or ripples from the surface of the housing. Do not leave gouges or sharp edges on any surface. All areas must be flat with the housing wall and bracket.
11. Grind off the outer coating on the welding surfaces of the new axle seats.
12. Locate the center of the new axle seat 6.57 inches (166.85 mm) from the inside of the brake flange with the thick side of the axle seat located on the forward side of the axle housing. See [Fig. 2](#) and [Fig. 3](#).

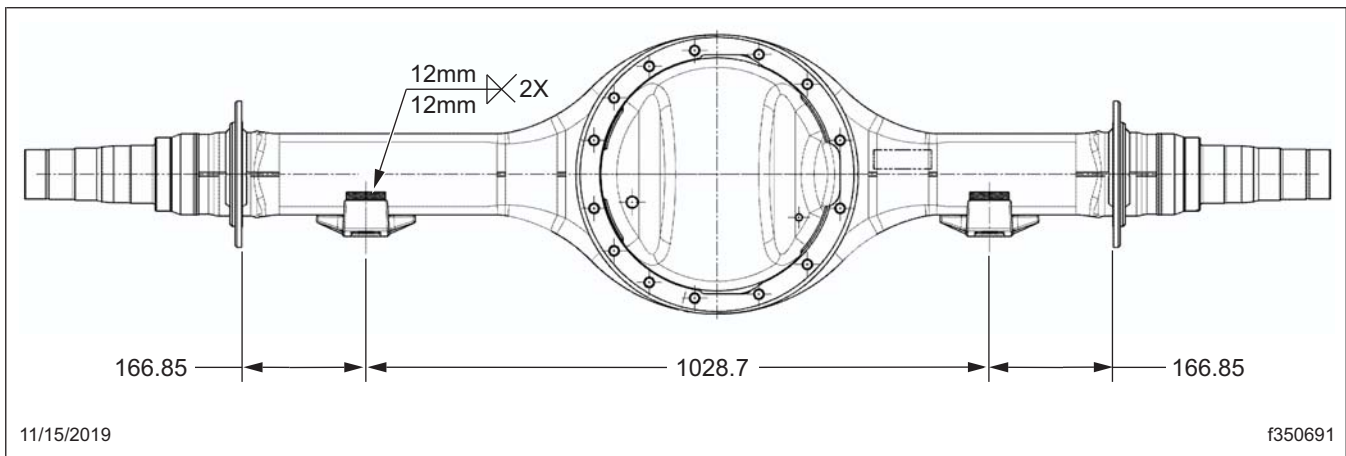


Fig. 2, Locating the Center of the New Axle Seat

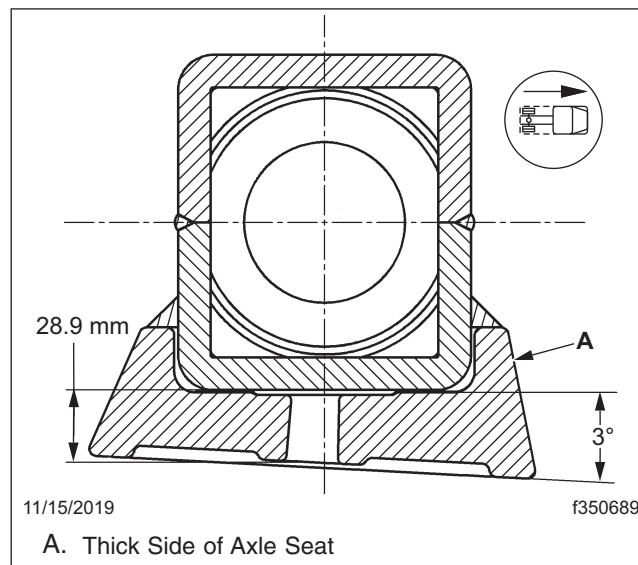


Fig. 3, Axle Seat

IMPORTANT: Any welding must be done by a certified welder.

13. Complete the .5 inch (12 mm) weld. See [Fig. 2](#)
14. Install the leaf springs. See **Section 32** in the *Western Star Workshop Manual* for full instructions on installing the leaf springs. Torque the U-bolts as specified in the **Western Star Workshop Manual** in **Subject 32.04.400**.
15. Install the shock absorbers.

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16. Install the air springs.
17. Align the truck.

Warranty

This procedure is warrantable only if the described condition exists and the repair is performed within the applicable base or extended coverage warranty period. If a failure is not found, this procedure is considered preventive and warranty does not apply.

Normal warranty applies. See [Table 2](#) for OWL VMRS codes and labor allowance information. Enter this CAL bulletin number in the claim story as you would do for a Service Bulletin warranty claim.

OWL VMRS Codes and Labor Allowance					
Primary Failed Part	Component Code	Cause Code	Correction Code	Description	Time: Hours
11-17531-000	016-009-018	28	03	AXLE SEATS, REAR AXLE	5.0

Table 2, OWL VMRS Codes and Labor Allowance