Repair Notice

716-1

Section

Suspension - 16

Description

Watson Chalin Lift Axle Frame Brackets May Exhibit Cracking on Models 567/579 vehicles

Release Date

11/4/2016

Revision History

11/11/2016 - Updated Procedure Documents and links.

Introduction

Peterbilt has determined that certain Model 567 and 579 vehicles built with Watson Chalin lift axle may have been manufactured with a bracket that does not meet Peterbilt quality standards.
Watson & Chalin lift axle frame brackets with slotted lower mounting holes and fasteners positioned at the upper portion of the slot may exhibit cracking.

Resolution

Dealer should inspect and take a photo of the failure area on suspect lift axles and conduct the appropriate repair as described below.
Review the attached chassis list for your dealer code and schedule your customer(s) for service if their chassis is on the list. Service all chassis affected that enter your dealership, even if the customer has no issue with the chassis. This campaign can be performed at any time convenient for the customer (for example: during next scheduled maintenance interval). Use the attached procedure. Review the DWWC or SIR for "Complete" next to the "716-1" campaign code prior to performing this repair.
Please Note: Photos of the failed part and area that is failing and a photo of the Serial Number plate are required.

Warranty

The SIR system will indicate chassis involved in this field repair with the designator for "***716-1***". If the vehicle is affected and is shown to have an open campaign, please complete the work and file a long form claim referencing "***716-1***".
Through Standard Warranty (excludes Extended Warranty) or for repairs completed by 11/1/2017, whichever is greater, Peterbilt will pay for parts at dealer net plus applicable mark-up and labor:

- 2.0 hours labor to inspect the frame hangers and install doubler plate kit.

  OR

- 6.0 hours labor to inspect the frame hangers and install frame bracket replacement kit.
- Pusher Serial Number must be provided on all claims in the "ccc" field along with photos of the serial number plate and failed part .

For Field...	Enter...
Failure Location	016-014-000
Failure Type	700
Claim Type	C
Campaign Number	716-1
SRT O16-998	2.0 Hours Labor for Inspect and Install Doubler Plate
SRT O16-997	6.0 Hours Labor for Inspect and Install Frame Bracket (photo is required for this repair option)

Take-Off Parts Disposition: Retain parts until claim has been paid then destroy.

Parts

Parts are available from Watson & Chalin through the PACCAR Parts Direct Ship program.
If no cracking is found during inspection, order the Frame Bracket Doubler Kit

Quantity	Part #	Description
1	BX2065PCDBR001	Frame Bracket Doubler Kit

If frame hanger bracket is found to have cracking during inspection, order the Frame Bracket Replacement Kit.

Please note:

Required Photos

1. **A photo of the failed part**
2. **A photo of the failure area exhibiting the crack(s)**
3. **A photo of the serial number plate.**

Quantity	Part #	Description
1	BX2065PCHGR	Frame Bracket Replacement Kit

Take-Off Parts Disposition: Retain parts until claim has been paid then destroy.

Labor

Peterbilt will pay for 2.0 hours labor for inspection and installing the doubler plate or 6.0 hours to install a frame bracket kit.

Procedure

Inspect the lift axle frame bracket for damage, follow the attached inspection procedure. Take a photo of the bracket and the Serial Number plate.

Frame Bracket Inspection

If no cracking is found during the inspection, follow the attached frame bracket doubler plate installation procedures.

Doubler Plate Installation

If cracking is found during the inspection, follow the attached frame bracket replacement procedures.

Frame Bracket Replacement

Attachments

716-1 Chassis List

716-1 Customer Letter

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 2016 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.