

## SUBJECT: Front Cab Mounting Squeak or Rattle

Department: Service  
 Section: Engine  
 Model(s): All  
 Model Year(s): 2011—2013  
 Effective Date: 9/14/2012  
 Form #: TSB CB-09  
 Rev #: n/a  
 Supersedes:

### Purpose:

Customer complaints about either cab mount squeak or rattle noises have been identified in the front cab mounting and tilt hinge mechanism.

### Procedure:

Dealers should have the customer explain the type of noise that is exhibited in order to correctly repair the customers concern. There are two types of noises listed with the appropriate corrective action as shown below.

### CAB OR MOUNT SQUEAK

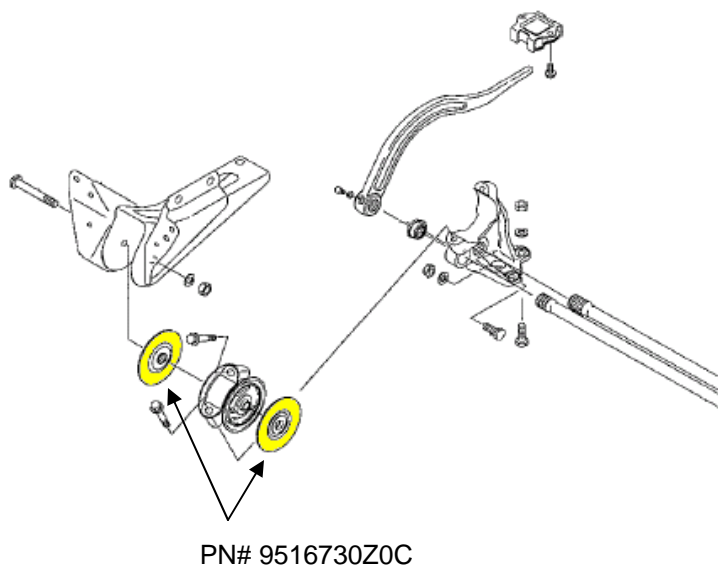
**Cause:** After cab installation on the chassis, there is an interference between the tilt-hinge housing and the side cushions.

**Correction:** Side cushions are produced with a revised polyester material with reduced friction and improved silicone lubricant beginning with the following 2013 MY VIN breakpoints.

Model	Chassis Ending Sequence
UD1800	20001
UD2000	20003
UD2300	20007
UD2600	20073
UD3300	20048

Use the following service Information for vehicles produce prior to the VIN breakpoints above:

Replace the side cushions at the tilt hinge with revised cushion PN# 9516730Z0C as illustrated below.



Warranty Information for vehicles under the base New Vehicle Limited Warranty

Trouble Code 41303263  
 Failed PN# 9516730Z0B  
 Labor Code 413-A @ 4.1 hrs both sides

Continued

## CAB RATTLE

Cause: Insufficient clearance between the torsion arm and rubber contact seat.

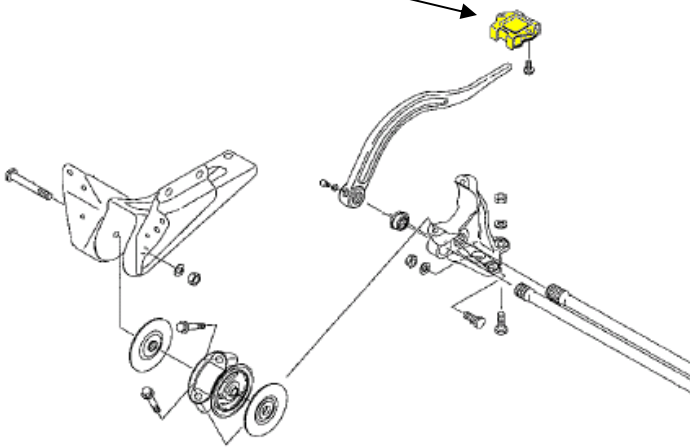
Correction: A revised rubber contact seat with additional clearance was installed beginning with the following 2013 MY VIN breakpoints:

Model	Chassis Ending Sequence
UD1800	20001
UD2000	20003
UD2300	20007
UD2600	20044
UD3300	20032

Use the following service Information for vehicles produce prior to the VIN breakpoints above:

Replace the rubber contact seat at the torsion bar arm with revised cushion PN# 5020430Z0C as illustrated below.

PN# 5020430Z0C



Warranty Information for vehicles under the base  
New Vehicle Limited Warranty

Trouble Code 41402343  
Failed PN# 5020430Z0A  
Labor Code 439-E @ 1.0 hrs both sides