



Service Letter

Service Letter No. 435 May, 1995

SUBJECT: Correct Service Procedures for Torsion Spring Failures

MODELS AFFECTED: 750/760A/765

Jacobs analysis of incoming warranty claims indicates that some dealers making repairs to broken torsion springs on Jake Brake® Models 750/760A/765 are not following Jacobs service procedures. Effective immediately, any **warrantable** repair of a Jake Brake retarder which does not follow previously stated procedures (highlighted below for review) will be rejected. The claim can be reinstated after the Jake Brake retarder is completely repaired as per the service procedures, however Jacobs will not pay for additional labor charges resulting from a second repair due to not adhering to correct service procedures the first time.

In the event of a warrantable torsion spring failure, the following service procedures **MUST** be followed:

1. Remove **all** torsion springs, button head screws and washers and replace with new torsion springs, button head screws and washers using Torsion Spring Replacement Group, P/N 019575. Older Model 750/760A/765 units may not have the washer, but washers must be included with the repair along with new torsion springs and button head screws. Specific instructions related to the replacement of the torsion spring is included in P/N 019575.
2. Remove **all** reset screw assemblies (P/N 015931) and replace with new POWER-LASH® assemblies using POWER-LASH Assembly Group, P/N 020514. The POWER-LASH limits the slave piston stroke and significantly lowers the stress on the torsion spring. Specific instructions related to the replacement of the reset screw assemblies with POWER-LASH assemblies is included in P/N 020514.

Reminder: Warranty claims will not be paid unless Jacobs service procedures are followed.

This is an informational service letter only and not subject to campaign.