



Customer Service Department  
Kenworth Truck Company  
P.O. Box 1000  
Kirkland, Washington 98083-1000

A **PACCAR** COMPANY

PRESORTED  
FIRST-CLASS MAIL  
US POSTAGE  
PAID  
SEATTLE, WA  
PERMIT NO. 2389

# IMPORTANT SAFETY RECALL

**RECALL NOTICE**



4



Subject: Safety Recall 23KWE: T280, T380, T480 Driveline Flange Fasteners

September 5, 2023

## **IMPORTANT SAFETY RECALL**

This notice applies to your vehicle: VIN: XXXXXXXXXX

**This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.**

Subject: Safety Recall 23KWE: T280, T380, T480 Driveline Flange Fasteners  
NHTSA Recall number 23V504



Dear Kenworth Customer,

Kenworth Truck Company has decided that a defect, which relates to motor vehicle safety exists in certain Model Year 2023-2024 T280, T380, and T480 chassis with TX-8 transmissions, built from 03/16/2022 through 05/08/2023.

A locking feature may not be installed on flange mounted yoke fasteners. This could allow the fasteners to loosen, increasing the risk of a crash. The driver may feel vibration while driving.

Kenworth has initiated a recall to remedy the defect. Parts and repair procedures are now available. Please contact your Kenworth dealer to schedule this repair. To locate your Kenworth dealer, please visit Dealer Locator at [www.Kenworth.com](http://www.Kenworth.com) or scan the QR code at the top of this letter.

The driveline flange fasteners will be replaced and a locking feature installed. This repair can take up to 1.0 hour to complete depending on vehicle configuration and dealer scheduling. This repair will be performed at no charge to you.

If any progressive damage directly related to loose driveline flange fasteners is found, dealers will repair or replace damaged components as necessary. The duration of additional repairs may vary. Your dealer will advise you accordingly.

<b><i>The problem is...</i></b>	<b>Driveline flange fasteners may not have a thread locking feature installed, leading to hardware becoming loose.</b>
<b><i>What your dealer will do...</i></b>	<b>Dealers will replace the driveline flange fasteners and apply a locking feature.</b>
<b><i>What you must do ...</i></b>	<b>Contact your Kenworth Dealer to schedule an appointment for repair.</b>

If you had this inspection and/or repair performed before you received this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall. Please contact your Kenworth dealer for more information.

If you require further information about this recall, reimbursement of a pre-notification remedy associated with this recall or experience any difficulty in making arrangements for this repair, please contact Kenworth Customer Service using one of the following:

Email: [Kenworth.Campaigns@paccar.com](mailto:Kenworth.Campaigns@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: 425-828-5888.

You may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>, if you believe that the manufacturer or dealer failed or was unable to remedy the defect without charge within a reasonable time following the earliest date upon which replacement parts and procedures become available.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days. If you no longer own this vehicle, we would appreciate your advising us of the new owner if you know their name.

We regret any inconvenience that this work may cause you and appreciate your cooperation in this matter.

Thank you,

Annick Hollingsworth  
Director of Service Platforms  
Kenworth Truck Company



Customer Service Department  
Kenworth Truck Company  
P.O. Box 1000  
Kirkland, Washington 98083-1000

A **PACCAR** COMPANY

PRESORTED  
FIRST-CLASS MAIL  
US POSTAGE  
PAID  
SEATTLE, WA  
PERMIT NO. 2389

# IMPORTANT SAFETY RECALL



12

**RECALL NOTICE**

Subject: Safety Recall 23KWE: T280, T380, T480 Driveline Flange Fasteners

September 5, 2023

## **IMPORTANT SAFETY RECALL**

This notice applies to your vehicle: VIN: [REDACTED]

**This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.**

Subject: Safety Recall 23KWE: T280, T380, T480 Driveline Flange Fasteners  
NHTSA Recall number 23V504



Dear Kenworth Customer,

Kenworth Truck Company has decided that a defect, which relates to motor vehicle safety exists in certain Model Year 2023-2024 T280, T380, and T480 chassis with TX-8 transmissions, built from 03/16/2022 through 05/08/2023.

A locking feature may not be installed on flange mounted yoke fasteners. This could allow the fasteners to loosen, increasing the risk of a crash. The driver may feel vibration while driving.

Kenworth has initiated a recall to remedy the defect. Parts and repair procedures are now available. Please contact your Kenworth dealer to schedule this repair. To locate your Kenworth dealer, please visit Dealer Locator at [www.Kenworth.com](http://www.Kenworth.com) or scan the QR code at the top of this letter.

The driveline flange fasteners will be replaced and a locking feature installed. This repair can take up to 1.0 hour to complete depending on vehicle configuration and dealer scheduling. This repair will be performed at no charge to you.

If any progressive damage directly related to loose driveline flange fasteners is found, dealers will repair or replace damaged components as necessary. The duration of additional repairs may vary. Your dealer will advise you accordingly.

<b><i>The problem is...</i></b>	<b>Driveline flange fasteners may not have a thread locking feature installed, leading to hardware becoming loose.</b>
<b><i>What your dealer will do...</i></b>	<b>Dealers will replace the driveline flange fasteners and apply a locking feature.</b>
<b><i>What you must do ...</i></b>	<b>Contact your Kenworth Dealer to schedule an appointment for repair.</b>

If you had this inspection and/or repair performed before you received this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall. Please contact your Kenworth dealer for more information.

If you require further information about this recall, reimbursement of a pre-notification remedy associated with this recall or experience any difficulty in making arrangements for this repair, please contact Kenworth Customer Service using one of the following:

Email: [Kenworth.Campaigns@paccar.com](mailto:Kenworth.Campaigns@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: 425-828-5888.

You may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, DC 20590, or call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>, if you believe that the manufacturer or dealer failed or was unable to remedy the defect without charge within a reasonable time following the earliest date upon which replacement parts and procedures become available.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days. If you no longer own this vehicle, we would appreciate your advising us of the new owner if you know their name.

We regret any inconvenience that this work may cause you and appreciate your cooperation in this matter.

Thank you,

Annick Hollingsworth  
Director of Service Platforms  
Kenworth Truck Company