

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

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## Number

23KWE / 23V504 / 2023-437

## Supplier

Kenworth Truck Company

## Description

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

## Date

8/7/2023

## What's New

### Safety Recall

Parts and repair procedures are now available. Kenworth has determined that a safety defect exists in certain Model Year 2023-2024 T280, T380, and T480 chassis with TX-8 transmissions and flange mounted yokes. A locking feature may not be installed on fastener threads. This may allow the driveline fasteners to become loose, increasing the risk of a crash or injury.

## Introduction

A locking feature may not be installed on flange mounted yoke fasteners. This may allow the driveline fasteners to become loose, increasing the risk of a crash or injury.

Drivers may feel vibration while driving.

## Situation

25 (22 US and 3 CAN) Model Year 2023-2024 T280, T380 and T480 chassis built from 03/16/2022 through 05/08/2023 that have TX-8 transmissions with flange mounted yokes.

## Resolution

Service all chassis affected that enter your dealership, even if the customer has no issue with the chassis.

1. Review the attached chassis list for your dealer code and schedule your customer(s) for service if their

chassis is on the list.

2. In Service Management, select Campaign **23KWE** to add it to the case. If the unit is released back into service without performing the repair, make sure to also release the Campaign in Service Management
3. If you are not using Service Management to start repair orders, review SIR for "Complete" or "In Process" next to the **23KWE** campaign code prior to performing this repair.
4. Follow the procedures to replace the driveline flange fasteners.

## Federal Law

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It is a violation of Federal law for a dealer to sell or lease new vehicles covered by this recall until the defect or noncompliance has been corrected.

## Warranty

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### **KENWORTH WARRANTY STATEMENT**

There is no time or mileage limit for this recall. Kenworth will pay for parts at dealer net plus applicable mark-up and labor:

- 0.6 hours labor for the inspection and replacement of driveline flange fasteners. Use Quick Claim Code **23KWE**
- File a separate long form claim for repair of progressive damage related directly to loose driveline

flange fasteners. A Quick Claim for standard labor must be filed first.

- File the claim within 14 days in accordance with Warranty Policy [CA009](#).

PRWS CLAIM CODING			
Campaign Code:	23KWE	Campaign Type	Safety Recall
Claim Category:	Truck	Repair Type	Proactive
Customer Concern Code	062	Causal Code	28
Corrective Action Code	12	Responsibility Code:	Camp
Failure Location	024-001-003	Causal Part	K169-158-12CA
Supplier Code	N/A	SRT Code	<b>B23-13A</b> 0.6 hrs Inspection and replacement of driveline flange fasteners.

## Procedure

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**Please follow your dealership's safety procedures and precautions to ensure the vehicle can be safely**

**repaired and maintained. Read all steps before beginning.**

Please see attachment in the link below for procedures on replacing the driveline flange fasteners.

[REPAIR PROCEDURES](#)

## Parts

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**Parts are available from PACCAR Parts.**

Quantity	Part Number	Description
1 (SPQ 4)	K169-158-12CA	Nut-hex, M12-1.75
1 (SPQ 4)	W34-1180	Bolt-Special, M12
1	Source Locally	Loctite 243 or equivalent

### Parts ordering procedure.

Email PACCAR Parts Campaigns and Recalls at [PPDRenton.Campaigns.And.Recalls@PACCAR.com](mailto:PPDRenton.Campaigns.And.Recalls@PACCAR.com) with the

below information.

1. Subject line: *Bulletin 23KWE*
2. Dealer Code:
3. Dealer PO:
4. VIN number **AND** Chassis number:
5. Carrier: UPSR - UPSR recommended due to urgency

**NOTE:**

- All submitted chassis number will be reviewed for association to recall **23KWE**
- If chassis number is not associated with the **23KWE** recall, no order will be placed.
- Dealers will be notified of acceptance or rejection of order via email.

## Links

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[Chassis List](#)

[US Customer Letter](#)

[Canada Customer Letter](#)

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## Revision History

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08/21/2023: Parts and repair procedures have been updated to available. Interim Bulletin matured into a Final Bulletin.