

S016: T440/T470, T800, W900, and C500 Door Stop Plate Shortage

7/22/2022

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S016

Certain Model Year 2023 T440/T470, T800, W900, and C500 chassis were shipped without door stop plates.

Section

Parts Shortage - S

Subject

T440/T470, T800, W900, and C500 Door Stop Plate Shortage

Whats New Abstract

Campaign - Certain Model Year 2023 T440/T470, T800, W900, and C500 chassis were shipped without door stop plates installed due to a supplier shortage. Parts kits are now available and shipped to dealers. Installation procedures and warranty information have been included. Cotter pins are not included in the parts kit and will need to be locally sourced.

Revision

07/22/2022: Changed Info Only bulletin to Campaign. Parts are available and shipped to dealers. Included warranty information, installation procedures, and additional parts sourcing information.

Condition

Certain Model Year 2023 T440/T470, T800, W900, and C500 chassis were shipped without door stop plates. The doors on affected vehicles may close unexpectedly if the vehicle is parked on an uneven surface.

Chassis Affected

232 (175 US and 57 Can) Model Year 2023 T440/T470, T800, W900, and C500 chassis built from 03/21/2022 through 05/04/2022.

Action

Campaign

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. If you are not using Service Management to start repair orders, review SIR for "Complete" or "In Process" next to the "S016" campaign code prior to performing this repair.
3. Follow the procedures below to install door stop plates.

Warranty

For repairs completed by 07/01/2023, Kenworth will pay for applicable parts at dealer net plus applicable mark-up and labor:

- 0.3 hours labor to install door stop plates on both doors according to the attached procedures.
- File an additional claim for extraordinary circumstances.
- File the claim within 14 days in accordance with Warranty Policy [CA009](#).

Take-Off Parts Disposition: N/A

PRWS CLAIM CODING			
Campaign Code:	S016	Campaign Type	Field Repair
Claim Category:	Truck	Repair Type	Proactive
Customer Concern Code	146	Causal Code	29
Corrective Action Code	14	Responsibility Code:	Camp
Failure Location	002-004-213	Causal Part	R83-1006
Supplier Code	N/A	SRT Code	B02-013 0.3 hrs Install door stop plates per Bulletin Procedure (both sides)

Parts

Parts will be shipped to dealers from the factory.

Parts kit will contain the following:

Quantity	Part Number	Description
2	R83-1006	Door Stop Plate
4	K169-200-5-33	Rivnut (Installed on door stop plate)
4	W01-10-02V55N030N	Screw, 5mm

The cotter pins that are on the truck should be replaced with heavier cotter pins

[Chassis List](#)

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