

<BULLETIN DRAFT>

No. 23KWE /

23PBE / 23V504 / 2023-437 / 2023-437

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

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Red Field Title: Used in Recalls

Purple Text – KW Only (When Published to PACCARnet)

Blue Text – PB Only (When Published to PACCARnet)

Black Text – Applies to Both Divisions

Title (metadata)	Safety Recall 23KWE: T280, T380, T480 Driveline Flange Fasteners
	Safety Recall 23PBE: Model 536, 537, 548 Driveline Flange Fasteners
Description	T280, T380, T480 Driveline Flange Fasteners Model 536, 537, 548 Driveline Flange Fasteners
Bulletin No.	23KWE / 23PBE / 23V504 / 2023-437 <i>For Recalls: Recall # / NHTSA # / TC #</i>
Bulletin Category	Vehicle (Recall)
Supplier (Recall Only)	Kenworth Truck Company / Peterbilt Motors
Image	
Service Subject	Safety Recall 23KWE: T280, T380, T480 Driveline Flange Fasteners 23PBE: Model 536, 537, 548 Driveline Flange Fasteners
Section	Driveline - 24
What's New Abstract	Safety Recall – Repair, parts and procedures are now available. Certain vehicles built with TX-8 transmissions with flange mounted yokes may not have a locking feature installed on

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

23KWE / 23PBE

/ 23V504 / 2023-437

	fastener threads. This may allow the driveline fasteners to become loose, increasing the risk of a crash or injury.
Revision	N/A
Condition / Complaint / 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. Driver may feel vibration while driving.
Chassis Affected / Situation	25 - (22 US / 3 Canada) 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.
	47 - (45 US / 2 Canada) model year 2023-2024 536, 537 and 548 chassis built from 01/07/2022 through 05/04/2023 that have TX-8 transmissions with flange mounted yokes.
	PPD – N/A
Service Action / Resolution	<p>Safety Recall:</p> <p>Service all chassis affected that enter your dealership, even if the customer has no issue with the chassis.</p> <ol style="list-style-type: none"> 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 / 23PBE 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” next to the 23KWE / 23PBE Campaign code prior to performing this repair. 4. Follow the procedures to replace the driveline flange fasteners.
Warranty	<p style="text-align: center;">KENWORTH WARRANTY STATEMENT</p> <p>There is no time or mileage limit for this recall. Kenworth will pay for parts at dealer net plus applicable mark-up and labor:</p> <ul style="list-style-type: none"> • 0.6 hours to inspect and replace driveline flange fasteners. Use Quick Claim code 23KWE/ 23PBE.

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

23KWE / 23PBE

/ 23V504 / 2023-437

- 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](#).

PETERBILT WARRANTY STATEMENT

PACCAR Parts (PPD) WARRANTY STATEMENT – Component Sales
N/A

Take-Off Parts Disposition: N/A

PRWS CLAIM CODING			
Campaign Code:	23KWE	Campaign Type	Safety Recall
Claim Category:	Truck	Repair Type	Proactive
Customer Concern Code	062– Loose/Not Properly Attached	Causal Code	28– Part Improperly Installed
Corrective Action Code	12– Repair Recall/Campaign	Responsibility Code:	Camp
Failure Location	024-001-003 Driveshaft End Yoke	Causal Part	K169-158-12CA
Supplier Code	N/A	SRT Code	B23-13A Inspection and replacement of driveline flange fasteners.

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

23KWE / 23PBE

/ 23V504 / 2023-437

				B23-13B Inspection of the driveline flange ONLY												
	Display in SIR	Always Visible	Editable by dealer?	No												
	KW AutoPay	Yes	PB AutoPay	Yes												
Parts	<p>The following parts are available through PACCAR Parts</p> <table border="1"> <thead> <tr> <th>Quantity</th> <th>Part Number</th> <th>Description</th> </tr> </thead> <tbody> <tr> <td>1 (SPQ 4)</td> <td>K169-158-12CA</td> <td>Nut-hex, M12-1.75</td> </tr> <tr> <td>1 (SPQ 4)</td> <td>W34-1180</td> <td>BOLT-SPECIAL, M12</td> </tr> <tr> <td>1</td> <td>Source Locally</td> <td>Loctite 243 or equivalent</td> </tr> </tbody> </table> <p>Parts ordering procedure.</p> <p>Email PACCAR Parts Campaigns and Recalls at PPDRenton.Campaigns.And.Recalls@PACCAR.com with the below information.</p> <ol style="list-style-type: none"> 1. Subject line: Bulletin 23KWE / 23PBE. 2. Dealer Code: 3. Dealer PO: 4. VIN number AND Chassis number: 5. Carrier: UPSR (recommend UPSR due to urgency) <p>NOTE:</p> <ul style="list-style-type: none"> • 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. 				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
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1	Source Locally	Loctite 243 or equivalent														
Background	N/A															

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

23KWE / 23PBE

/ 23V504 / 2023-437

<p>Procedure</p>	<p>Please follow your dealership's safety procedures and precautions to ensure the vehicle can be safely repaired and maintained.</p> <p>Please see attachment in link below for procedures on replacing the driveline flange fasteners.</p> <p style="text-align: center;">REPAIR PROCEDURES</p>
<p>Links</p>	<p>KW Chassis List PB Chassis List</p> <p>KW US Customer Letter PB US Customer Letter</p> <p>KW Canada Customer Letter PB Canada Customer Letter</p> <p>Procedures Document (Shared KW & PB)</p>
<p>Channels</p>	<p>KWUS <input checked="" type="checkbox"/> KWCA <input checked="" type="checkbox"/> KWGS <input checked="" type="checkbox"/> PBUS <input checked="" type="checkbox"/> PBCA <input checked="" type="checkbox"/></p> <p>Same bulletin published to KW & PB regions? Choose an item.</p>
<p>Publish On</p>	<p>Click or tap to enter a date.</p>



A **PACCAR** COMPANY

Kenworth Truck Company
Customer Service Department
PO Box 1000
Kirkland, Washington 98083-1000
(425) 828-5888

Date of Letter

IMPORTANT SAFETY RECALL

This notice applies to your vehicle(s): **{VIN}** {VINs listed on the back of this page}

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

Customer name
Customer address
City, State ZIP



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 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.

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

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 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



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Kenworth Truck Company
Customer Service Department
PO Box 1000
Kirkland, Washington 98083-1000
(425) 828-5888

Date of Letter

IMPORTANT SAFETY RECALL

Subject: Safety Recall 23KWE: T280, T380, T480 Driveline Flange Fasteners
Transport Canada # 2023-437
{VIN} {The VINs are listed on the back of this page}



This notice is sent to you in accordance with the requirements of the Motor Vehicle Safety Act. This is to inform you that your vehicle may contain a defect that could affect the safety of a person.

Customer name
Customer address
City, State ZIP

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.

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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.

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

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 campaign, 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, provide your name, your dealer's city and state, your phone number, your email address (optional), the last 8 digits of your VIN, the bulletin number, and your question, using one of the following:

Email: 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

For additional information about the recall, you can contact Transport Canada at 1-800-333-0510.

Federal regulation requires that any vehicle lessor receiving this campaign 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

Date de la lettre

IMPORTANT RAPPEL DE SÉCURITÉ

Objet : Rappel de sécurité 23KWE : Pièces de fixation du collet de l'arbre de transmission sur T280, T380, T480
Transport Canada # 2023-437
(NIV) (Le(s) NIV(s) sont indiqués au verso de la présente)



Le présent avis vous est envoyé conformément aux exigences de la *Loi sur la sécurité automobile*. La présente a pour but de vous informer que votre véhicule est susceptible d'avoir un défaut qui pourrait porter atteinte à la sécurité humaine.

Nom du client
Adresse du client
Ville, province, code postal

Cher client Kenworth,

Kenworth Truck Company a constaté qu'une défectuosité reliée à la sécurité des véhicules automobiles est présente dans certains châssis de modèles T280, T380 et T480 des années 2023-2024, fabriqués entre le 16/03/22 et le 08/05/23, équipés d'une transmission TX-8.

Il est possible qu'un dispositif de verrouillage n'ait pas été installé sur les pièces de fixation de la fourche montée sur le collet. Ceci pourrait permettre aux pièces de fixation de se desserrer, augmentant le risque d'accident. Le chauffeur pourrait ressentir des vibrations pendant la conduite.

Kenworth a mis en place un rappel afin de remédier à la défectuosité. Les pièces et les procédures de réparation ne sont pas disponibles. Veuillez communiquer avec votre concessionnaire Kenworth afin de prendre rendez-vous pour cette réparation. Pour localiser votre concessionnaire Kenworth, veuillez consulter Dealer Locator sur www.Kenworth.com ou balayer le code à barres dans le coin supérieur droit de la présente.

Les pièces de fixation du collet de l'arbre de transmission seront remplacées et un dispositif de verrouillage sera installé. Cette réparation peut nécessiter jusqu'à 1.0 heure selon la configuration du véhicule et la disponibilité du concessionnaire et sera effectuée sans frais.

Si tout dommage progressif directement relié aux pièces de fixation du collet de l'arbre de transmission est découvert, les concessionnaires répareront ou remplaceront les composantes endommagées, au besoin. Le temps requis pour les réparations additionnelles peut varier. Votre concessionnaire vous avisera en conséquence.

Le problème...	Il est possible qu'un dispositif de verrouillage n'ait pas été installé sur les pièces de fixation du collet de l'arbre de transmission, occasionnant un desserrement des pièces de fixation.
Ce que fera votre concessionnaire...	Les concessionnaires remplaceront les pièces de fixation du collet de l'arbre de transmission et appliqueront un dispositif de verrouillage.
Ce que vous devez faire...	Communiquer avec votre concessionnaire Kenworth afin de prendre rendez-vous pour l'inspection et/ou la réparation.

Si vous avez déjà procédé à l'inspection et/ou la réparation avant la réception de la présente, vous pourriez être admissible à un remboursement de vos frais pour avoir remédié sans préavis au problème associé à ce rappel. Veuillez communiquer avec votre concessionnaire Kenworth pour davantage d'information.

Si vous avez besoin de plus d'information au sujet de cette campagne, d'un remboursement pour avoir remédié sans préavis au problème associé à cette campagne, ou rencontrez des difficultés à prendre rendez-vous pour cette réparation, veuillez communiquer avec le département du service à la clientèle de Kenworth en fournissant votre nom, la ville et la province de votre concessionnaire, votre numéro de téléphone, votre adresse courriel (optionnelle), les 8 derniers chiffres de votre NIV, le numéro du bulletin ainsi que votre question, selon l'une des façons suivantes :

Courriel : Kenworth.Campaigns@paccar.com avec le numéro de bulletin en ligne objet
ou
Poste : Kenworth Truck Company, P.O. Box 1000, Kirkland, WA 98083-1000, à l'attention du département du service à la clientèle
ou
Téléphone : 425-828-5888

Pour de l'information additionnelle au sujet de ce rappel, vous pouvez communiquer avec Transport Canada au 1-800-333-0510.

La loi fédérale nécessite de tout bailleur de véhicules qui reçoit cet avis d'en faire parvenir une copie à toute personne ayant loué un véhicule et ce, dans un délai de dix jours. Si ce véhicule ne vous appartient plus, nous apprécierions que vous nous fassiez part du nom du nouveau propriétaire, si vous le connaissez.

Nous regrettons tout inconfort causé par ce travail et apprécions votre collaboration en de telles circonstances.

Merci,

Annick Hollingsworth
Directrice des plateformes de service
Kenworth Truck Company