



<BULLETIN DRAFT>

No. 23KWK /

23V717 / 2023-573

Safety Recall 23KWK: C500/T660/T800/W900 Seatbelt Intermediate Connecting Point (ICP) Bar Spacer

Author: Brad Schmitz

11/28/2023

Title	Safety Recall 23KWK: C500/T660/T800/W900 Seatbelt Intermediate Connecting Point (ICP) Bar Spacer
Description	Safety Recall: C500/T660/T800/W900 Seatbelt Intermediate Connecting Point (ICP) Bar Spacer
Bulletin No.	23KWK / 23V717 / 2023-573 <i>For Recalls: Recall # / NHTSA # / TC #</i>
Bulletin Category	Vehicle (Recall)
Supplier (Recall Only)	
Service Subject	Safety Recall: C500/T660/T800/W900 Seatbelt Intermediate Connecting Point (ICP) Bar Spacer
Section	Cab - 02
What's New Abstract	Safety Recall – Interim Notification On certain Kenworth model year 2018 through 2024 C500/T660/T800/W900 trucks with Sears Atlas 70 or 80 series seats, an additional spacer was installed on the seatbelt mounting assembly. In a severe collision, the ICP bar may fail allowing the seatbelt to slip, increasing the risk of injury. This bulletin will be updated when repair parts and procedures become available.
Revision	
Condition / Complaint / Introduction	On certain Kenworth model year 2018 through 2024 C500/T660/T800/W900 trucks with Sears Atlas 70 or 80 series seats, an additional spacer was included in the joint connecting the seat structure to the seatbelt tether and buckle. This spacer results in an increased moment arm on the seat structure, which

Safety Recall 23KWK: C500/T660/T800/W900 Seatbelt Intermediate Connecting Point (ICP) Bar Spacer

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	increases the load on the joint. A failed Intermediate Connecting Point (ICP) bar may allow the seatbelt to slip when fully loaded by the weight of the seat occupant during a severe collision, which may increase the risk of injury.
Situation (Chassis Affected)	KW – 5,373 (3,841 US and 1,532 Canada) model year 2018 through 2024 C500, T660, T800 and W900 trucks built from 03/17/2017 through 03/10/2023 equipped with Sears Atlas 70 or 80 series seats.
Resolution (Service Action)	Safety Recall – Interim Notification Repair parts are currently unavailable. Affected vehicle owners will be notified when repair parts become available.
Background	
Links	KW Chassis List KW US Customer Letter KW Puerto Rico Spanish Customer Letter KW Canada Customer Letter (English & French)
Channels	KWUS ☒ KWCA☒ KWGS☒
Publish On	Click or tap to enter a date.



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

Interim Notification

Subject: Safety Recall 23KWK: C500/T660/T800/W900 Seatbelt Intermediate Connecting Point (ICP) Bar Spacer
Transport Canada # 2023-573

The VINs are listed on the back of this page

Customer name
Customer address
City, State ZIP



Dear Kenworth Customer,

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.

Kenworth Truck Company has decided that a defect, which relates to motor vehicle safety, exists in certain Model Year 2018 through 2024 C500/T660/T800/W900 trucks built from 03/17/2017 through 03/10/2023 equipped with Sears Atlas 70 or 80 series seats.

An additional spacer was included in the joint connecting the seat structure to the seatbelt tether and buckle on certain seats. This additional spacer results in an increased moment arm on the seat structure, which increases the load on the joint. A failed Intermediate Connecting Point (ICP) bar may allow the seatbelt to slip when fully loaded by the weight of the seat occupant during a severe collision, which may increase the risk of injury.

The purpose of this letter is to notify you that Kenworth has initiated a recall campaign to remedy the defect. **At this time, replacement parts (seatbelt bolt) are not yet available from the component supplier.** You will be notified when the repair parts become(s) available and you may schedule an appointment with a dealer to obtain the repair.

<i>The problem is...</i>	A failed ICP bar caused by the added seatbelt spacer may allow the seatbelt to slip when fully loaded by the weight of the seat occupant during a severe collision, which may increase the risk of injury.
<i>What your dealer will do...</i>	Dealers will remove the additional seatbelt spacer, replace and re-torque a new shorter seatbelt bolt.
<i>What you must do ...</i>	Contact your Kenworth Dealer to schedule an appointment for repair

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

Notification provisoire

Objet : Rappel de sécurité 23KWK - Entretoise du point de raccordement intermédiaire de la ceinture de sécurité sur C500/T660/T800/W900 Transport Canada # 2023-573

Les NIVs sont listés au verso de la présente

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



Cher client Kenworth,

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.

Kenworth Truck Company a constaté qu'une défectuosité reliée à la sécurité des véhicules automobiles est présente dans certains camions de modèles C500/T660/T800/W900 des années 2018 à 2024, construits entre le 17/03/2017 et le 10/03/2013, équipés de sièges Sears Atlas de série 70 ou 80.

Une entretoise additionnelle était incluse dans l'articulation reliant la structure du siège à la longe et la boucle de la ceinture de sécurité de certains sièges. Cette entretoise additionnelle génère une augmentation du bras de moment sur la structure du siège, ce qui augmente la charge sur l'articulation. Une entretoise de point de raccordement intermédiaire (ICP) défectueuse peut permettre à la ceinture de sécurité de glisser lorsqu'elle est pleinement sollicitée par le poids de l'occupant du siège lors d'une grave collision, ce qui peut augmenter le risque de blessure.

Le but de la présente est de vous informer à l'effet que Kenworth a mis en place une campagne de rappel afin de remédier à la défectuosité.

Présentement, les pièces de remplacement (boulon de ceinture de sécurité) ne sont pas encore disponibles auprès du fournisseur de la composante. Vous serez prévenu lorsque les pièces nécessaires à la réparation seront disponibles et qu'il vous sera possible de prendre rendez-vous avec un concessionnaire afin de procéder à la réparation.

Le problème...	Une entretoise de point de raccordement intermédiaire défectueuse causée par l'ajout d'une entretoise de ceinture de sécurité peut permettre à la ceinture de sécurité de glisser lorsqu'elle est pleinement sollicitée par le poids de l'occupant du siège lors d'une grave collision, ce qui peut augmenter le risque de blessure.
Ce que fera votre concessionnaire...	Les concessionnaires enlèveront l'entretoise additionnelle de ceinture de sécurité, remplaceront et recoupleront un nouveau boulon de ceinture de sécurité plus court.
Ce que vous devez faire ...	Communiquer avec votre concessionnaire Kenworth afin de prendre rendez-vous pour la réparation.

Si vous avez besoin de plus d'information au sujet de cette campagne, d'un remboursement de vos frais pour avoir remédié sans préavis au problème concerné par ce rappel 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 de rappel 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 inconvenient causé par ce travail et apprécions votre collaboration en de telles circonstances.

Merci,

A handwritten signature in black ink, reading 'Annick Hollingsworth'.

Annick Hollingsworth
Directrice des plateformes de service
Kenworth Truck Company



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

Fecha de la carta

RETIRO IMPORTANTE POR SEGURIDAD

Notificación provisional

Asunto: Retiro por seguridad 23KWK: Espaciador de la barra de punto de conexión intermedio (ICP) del cinturón de seguridad en camiones T660/T800/W900

Número de retiro de la NHTSA: 23V717

Este aviso afecta a su vehículo; VIN

Nombre del cliente

Dirección del cliente

Ciudad, estado y código postal



Estimado cliente de Kenworth:

Este aviso se le envía de acuerdo con la Ley Nacional de Seguridad del Tráfico y Vehículos Motorizados.

Kenworth Truck Company determinó que existe un defecto, que se relaciona con la seguridad de los vehículos motorizados, en ciertos modelos del año 2018 al 2024 en los camiones T660/T800/W900 fabricados desde el 17/03/2017 hasta el 10/03/2023 y equipados con asientos de la serie Sears Atlas 70 u 80.

En algunos asientos, se incluyó un espaciador adicional en la junta que conecta la estructura del asiento con la correa y la hebilla del cinturón de seguridad. Este espaciador adicional genera un aumento del brazo de palanca en la estructura del asiento, lo que incrementa la carga en la junta. Una barra de punto de conexión intermedio (ICP) defectuosa podría ocasionar el deslizamiento del cinturón de seguridad bajo una carga completa de peso del ocupante del asiento durante una colisión grave, lo que puede aumentar el riesgo de sufrir lesiones.

Esta carta tiene como objetivo informarle que Kenworth inició una campaña de retiro para corregir el defecto. **En este momento, el proveedor de componentes aún no cuenta con las piezas de repuesto (perno del cinturón de seguridad).** Se le notificará cuando las piezas de reparación estén disponibles para que pueda programar una cita con un concesionario para llevar a cabo la reparación.

El problema es:

Una barra de ICP defectuosa a causa de un espaciador incorporado al cinturón de seguridad puede provocar el deslizamiento del cinturón de seguridad bajo una carga completa de peso del ocupante del asiento durante una colisión grave, lo que puede aumentar el riesgo de sufrir lesiones.

Qué hará el concesionario:

Los concesionarios procederán a retirar el espaciador adicional del cinturón de seguridad, sustituirán y ajustarán un nuevo perno más corto en el cinturón de seguridad.

Qué debe hacer usted:

Cuando las piezas estén disponibles, comuníquese con su concesionario Kenworth para programar una cita destinada a la reparación.

Para obtener más información sobre este retiro, solicitar el reembolso de un recurso anterior a la notificación relacionado con este retiro o si tiene dificultades para coordinar la reparación, comuníquese con el Servicio de Atención al Cliente de Kenworth por alguno de los siguientes medios:

Correo electrónico: Kenworth.Campaigns@paccar.com con el número de comunicado en el asunto
o bien

Correo postal: Kenworth Truck Company, P.O. Box 1000, Kirkland, WA 98083-1000, Attn: Customer Service Department
o bien

Teléfono: 425-828-5888. En su mensaje, deje un número telefónico al que podamos comunicarnos y mencione los últimos 8 dígitos del VIN, junto con el número de comunicado.

Puede presentar una queja ante el Administrador, Administración Nacional de Seguridad del Tráfico en las Carreteras, 1200 New Jersey Avenue, S.E., Washington, DC 20590, llamar a la línea directa gratuita de seguridad de vehículos al 1-888-327-4236 (TTY: 1-800-424-9153) o ir a <http://www.safercar.gov> si considera que el fabricante o el concesionario no corrigió el defecto sin costo en un plazo razonable después de la fecha más temprana en que las piezas de repuesto estén disponibles.

Las normas federales exigen que cualquier arrendador de vehículos que reciba este aviso de retiro envíe una copia al arrendatario dentro de los diez días. Si ya no es propietario de este vehículo, le agradeceríamos que nos comunicara quién es el nuevo propietario si sabe el nombre.

Lamentamos cualquier inconveniente que este asunto pueda causarle y agradecemos su cooperación.



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Customer Service Department
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Gracias.

A handwritten signature in black ink that reads 'Annick Hollingsworth'.

Annick Hollingsworth
Directora de plataformas de servicio
Kenworth Truck Company



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Date of Letter

IMPORTANT SAFETY RECALL

Interim Notification

Subject: Safety Recall 23KWK: T660/T800/W900 Seatbelt Intermediate Connecting Point (ICP) Bar Spacer
NHTSA Recall Number 23V717

This notice applies to your vehicle; VIN

Customer name
Customer address
City, State ZIP



Dear Kenworth Customer,

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What your dealer will do...

Dealers will remove the additional seatbelt spacer, replace and re-torque a new shorter seatbelt bolt.

What you must do ...

When parts are available, contact your Kenworth Dealer to schedule an appointment for repair

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. In your message, provide a call back number, the last 8 digits of the VIN, and the bulletin number.

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 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



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