



# <BULLETIN DRAFT>

No.

23KWG / 23V616 / 2023-496

## Safety Recall 23KWG - K270/K370 Dana Driveline Weld

Author: Brad Schmitz

11/7/2023

<b>Title</b>	Safety Recall 23KWG - K270/K370 Dana Driveline Weld
<b>Description</b>	Safety Recall 23KWG - K270/K370 Dana Driveline Weld
<b>Bulletin No.</b>	23KWG / 23V616 / 2023-496 <i>For Recalls: Recall # / NHTSA # / TC #</i>
<b>Bulletin Category</b>	Vehicle (Recall)
<b>Supplier (Recall Only)</b>	Dana
<b>Service Subject</b>	Safety Recall 23KWG - K270/K370 Dana Driveline Weld
<b>Section</b>	Driveline - 24
<b>What's New Abstract</b>	<b>Safety Recall</b> On certain Kenworth K270/K370 chassis equipped with Dana SPL100 drivelines, the driveline tube seam weld may separate or tear under certain stress loads, resulting in driveline separation and sudden loss of drive power, which in turn may increase the risk of a crash. Repair parts and repair procedure are now available.
<b>Revision</b>	
<b>Condition / Complaint / Introduction</b>	On certain Kenworth K270/K370 chassis equipped with Dana SPL100 drivelines, the driveline tube seam weld may separate or tear under certain stress loads, resulting in driveline separation

# Safety Recall 23KWG - K270/K370 Dana Driveline Weld

## 23KWG

/ 23V616 / 2023-496

---

	<p>There will be no noticeable signs/indications preceding the described failure.</p> <p>Reference Dana recall 23E052 for more information</p>
<p><b>Chassis Affected / Situation</b></p>	<p>KW - 3 (3 U.S. and 0 Canada) Model Year 2023 Kenworth K270 and K370 chassis built from 8/29/22 through 10/05/22 equipped with Dana SPL100 drivelines with suspect driveline serial numbers.</p>
<p><b>Service Action / Resolution</b></p>	<p><b>Safety Recall</b></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"> <li>1. Review the attached chassis list for your dealer code and schedule your customer(s) for service if their chassis is on the list.</li> <li>2. In Service Management, select Campaign <b>23KWG</b> 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.</li> <li>3. If you are not using Service Management to start repair orders, review SIR for “Complete” next to the <b>23KWG</b> campaign code prior to performing this repair.</li> <li>4. Follow the repair procedures attached in the Links section.</li> </ol>
<p><b>Warranty</b></p>	<p><b>KENWORTH WARRANTY STATEMENT</b></p> <p>There is no time or mileage limit for this recall.</p> <p>Kenworth will pay for parts at dealer net plus applicable mark-up and labor:</p> <ul style="list-style-type: none"> <li>• 1.7 hours to replace both driveshafts (<b>without painting</b>) and test drive. Use editable quick claim code <b>23KWGA</b></li> <li>• 3.9 hours to replace both driveshafts (<b>including prep and painting</b>) with test drive. Use editable quick claim code <b>23KWGB</b></li> </ul>

# Safety Recall 23KWG - K270/K370 Dana Driveline Weld

## 23KWG

/ 23V616 / 2023-496

- File the claim within 14 days in accordance with Warranty Policy CA009.

Question for warranty approver: Has Take-Off Parts Disposition been confirmed? Does the supplier warranty matrix match the bulletin?

**Take-Off Parts Disposition:** Destroy take-off parts so that they cannot be reused or put back into service, as soon as possible.

PRWS CLAIM CODING			
Campaign Code:	23KWG	Campaign Type	Safety Recall
Claim Category:	Truck	Repair Type	Proactive
Customer Concern Code	009	Causal Code	14
Corrective Action Code	03	Responsibility Code:	CampSupp
Failure Location	024-002-045	Causal Part	90-70-28X
Supplier Code	05036AJ	SRT Code	<p><b>B23-22A –</b> Bulletin 23KWG Painting of replacement Drive lines per bulletin procedure. <b>2.2 HRS</b></p> <p><b>B23-22B -</b> Bulletin 23KWG Replacement Drive lines per bulletin procedure. <b>1.2 HRS</b></p> <p><b>100-504 -</b> Diagnostic Road Test - To be used for chassis</p>

# Safety Recall 23KWG - K270/K370 Dana Driveline

Weld

23KWG

/ 23V616 / 2023-496

				<p><b>100-504 -</b> Diagnostic Road Test - To be used for chassis related repairs. <b>0.5</b> <b>HRS</b></p>														
Display in SIR	Always Visible	Editable by dealer?	Yes															
KW AutoPay	No	PB AutoPay	Choose an item.															
<b>Parts</b>	The following parts are available through PACCAR Parts Direct Ship Program:																	
	<p><b>i NOTE</b></p> <p>Due to the low volume needed for this Safety Recall, all driveshafts must be ordered through the Direct Ship Program (DSP) using order types XE (Emergency) or XS (Stock) on PartsOnline. Parts will have an approximate 10 day lead time.</p>																	
	<p><b>i NOTE</b></p> <p>You must reference the “Parts List by Chassis” document in the Links section prior to starting repairs or ordering parts.</p> <p>Please note that there are cases where not all driveshafts on a given chassis will require replacement.</p>																	
	<p><b>*ONLY replace the driveshafts listed for the specific chassis in the “Parts List by Chassis” document</b></p> <table border="1"> <thead> <tr> <th>Quantity</th> <th>Part Number</th> <th>Description</th> <th>Stock Location (PDC / DSP)</th> <th>Cost</th> </tr> </thead> <tbody> <tr> <td>*As Needed</td> <td>100CS55003-1070M</td> <td>DRIVELINE</td> <td>DSP</td> <td></td> </tr> <tr> <td>*As Needed</td> <td>100CS54004-1070M</td> <td>COUPLING SHAFT</td> <td>DSP</td> <td></td> </tr> </tbody> </table>				Quantity	Part Number	Description	Stock Location (PDC / DSP)	Cost	*As Needed	100CS55003-1070M	DRIVELINE	DSP		*As Needed	100CS54004-1070M	COUPLING SHAFT	DSP
Quantity	Part Number	Description	Stock Location (PDC / DSP)	Cost														
*As Needed	100CS55003-1070M	DRIVELINE	DSP															
*As Needed	100CS54004-1070M	COUPLING SHAFT	DSP															

# Safety Recall 23KWG - K270/K370 Dana Driveline Weld

## 23KWG / 23V616 / 2023-496

	<table border="1"> <tr> <td>*As Needed</td> <td>100CS55003-965M</td> <td>DRIVELINE</td> <td>DSP</td> <td></td> </tr> <tr> <td>*As Needed</td> <td>100DS05001-710M</td> <td>DRIVELINE</td> <td>DSP</td> <td></td> </tr> </table>	*As Needed	100CS55003-965M	DRIVELINE	DSP		*As Needed	100DS05001-710M	DRIVELINE	DSP																					
*As Needed	100CS55003-965M	DRIVELINE	DSP																												
*As Needed	100DS05001-710M	DRIVELINE	DSP																												
	<p>The following part is available through PACCAR Parts.</p> <table border="1"> <thead> <tr> <th>Quantity</th> <th>Part Number</th> <th>Description</th> <th>Stock Location (PDC / DSP)</th> <th></th> </tr> </thead> <tbody> <tr> <td>3</td> <td>90-70-28X</td> <td>KIT - STRAP</td> <td>PDC</td> <td></td> </tr> <tr> <td>2</td> <td>Locally Sourced</td> <td>SPRAY PAINT</td> <td></td> <td>\$10.00</td> </tr> <tr> <td>1</td> <td>Locally Sourced</td> <td>SCOTCHBRITE PAD</td> <td></td> <td>\$3.79</td> </tr> <tr> <td>1</td> <td>Locally Sourced</td> <td>GREASE AND WAX REMOVER</td> <td></td> <td>\$17.79</td> </tr> <tr> <td>As Needed</td> <td>Locally Sourced</td> <td>MASKING TAPE</td> <td></td> <td>\$7.99</td> </tr> </tbody> </table>	Quantity	Part Number	Description	Stock Location (PDC / DSP)		3	90-70-28X	KIT - STRAP	PDC		2	Locally Sourced	SPRAY PAINT		\$10.00	1	Locally Sourced	SCOTCHBRITE PAD		\$3.79	1	Locally Sourced	GREASE AND WAX REMOVER		\$17.79	As Needed	Locally Sourced	MASKING TAPE		\$7.99
Quantity	Part Number	Description	Stock Location (PDC / DSP)																												
3	90-70-28X	KIT - STRAP	PDC																												
2	Locally Sourced	SPRAY PAINT		\$10.00																											
1	Locally Sourced	SCOTCHBRITE PAD		\$3.79																											
1	Locally Sourced	GREASE AND WAX REMOVER		\$17.79																											
As Needed	Locally Sourced	MASKING TAPE		\$7.99																											
<b>Procedure</b>	<p>Please follow your dealership's safety procedures and precautions to ensure the vehicle can be safely repaired and maintained.</p> <p>See <a href="#">Procedures</a> for more info.</p>																														
<b>Links</b>	<p><a href="#">KW Chassis List</a></p> <p><a href="#">KW Parts List by Chassis</a></p> <p><a href="#">KW US Customer Letter</a></p> <p>Procedures Document (Shared KW &amp; PB)</p>																														
<b>Channels</b>	<p><a href="#">KWUS</a> ☒ <a href="#">KWCA</a>☒ <a href="#">KWGS</a>☒</p>																														
<b>Publish On</b>	<p>N/A</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

Subject: Safety Recall 23KKG – K270/K370 Dana Driveline Weld  
NHTSA Recall number 23V616  
EXPIRATION DATE: NONE  
*This notice applies to your vehicle; VIN*



Customer name  
Customer address  
City, State ZIP

Dear Kenworth Customer,

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

Kenworth Truck Company has decided that a defect which relates to motor vehicle safety exists in certain model year 2023 Kenworth K270/K370 vehicles manufactured from 08/29/22 through 10/05/22 equipped with Dana SPL100 drivelines.

On certain Kenworth K270/K370 chassis equipped with Dana SPL100 drivelines, the driveline tube seam weld may separate or tear under certain stress loads, resulting in driveline separation and sudden loss of drive power, which in turn may increase the risk of a crash.

Kenworth has initiated a recall to remedy the defect. Parts and repair procedures are now available. Please contact your Kenworth dealer. To find your Kenworth dealer, please visit [www.Kenworth.com](http://www.Kenworth.com). This repair may take up to **4.0 Hours** of labor depending on vehicle configuration and dealer scheduling. This repair will be performed at no charge to you.

<b><i>The problem is...</i></b>	<b>The driveline tube seam weld may separate or tear under certain stress loads, resulting in driveline separation and sudden loss of drive power.</b>
<b><i>What your dealer will do...</i></b>	<b>Dealers will replace the affected driveline with corrected parts.</b>
<b><i>What you must do ...</i></b>	<b>Contact your Kenworth Dealer to schedule an appointment for repair.</b>

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. In your message, provide a call back number, the last 8 digits of the VIN, and the TIB 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  
Kenworth Truck Company