

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

Number

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23KWK / 23V717 / 2023-573

Supplier

Kenworth Truck Company

Description

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

Date

11/28/2023

What's New

Safety Recall

Repair parts and procedures are now available. On certain Kenworth model year 2018 through 2024 C500/T660/T800/W900 trucks with Sears Atlas 70 or 80 series seats, a spacer was installed on the seatbelt mounting assembly. In a severe collision, the ICP bar may fail, increasing the risk of injury.

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 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

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

Safety Recall

Affected vehicle owners will be notified and dealers will inspect and remove the spacer(s) from the ICP bar joint, re-torque, and replace the seatbelt bolt with a shorter bolt.

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 **23KWK** 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 **23KWK** campaign code prior to performing this repair.
4. Follow the repair procedures below.

Federal Law

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

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

- **0.3 hours** labor to remove only the driver's side seatbelt spacer, and install/torque new shorter bolt. Use Quick Claim Code **23KWKA**.
- If the chassis is listed on the **"Two-Spacer"** tab on the attached chassis list, **0.3 hours** labor to remove the seatbelt spacer and install/torque

new shorter bolt on both driver and passenger side. Use Quick Claim Code **23KWKB**.

- File an additional claim for extraordinary circumstances. A quick claim for standard labor must be filed first.
- File the claim within 14 days in accordance with Warranty Policy [CA009](#).

Take off parts disposition: Destroy take-off parts immediately so they cannot be reused.

PRWS CLAIM CODING			
Campaign Code:	23KWK	Campaign Type	Safety Recall
Claim Category:	Truck	Repair Type	Proactive
Customer Concern Code	173	Causal Code	K221-3478
Corrective Action Code	12	Responsibility Code:	Camp
Failure Location	002-011-025	Causal Part	K221-3478
Supplier Code	N/A	SRT Code	B23-26A 0.3 hrs Bulletin 23KWK – 23KWK 1.9m Seatbelt ICP Bar (Driver only) removal per bulletin procedure B23-26B 0.3 hrs

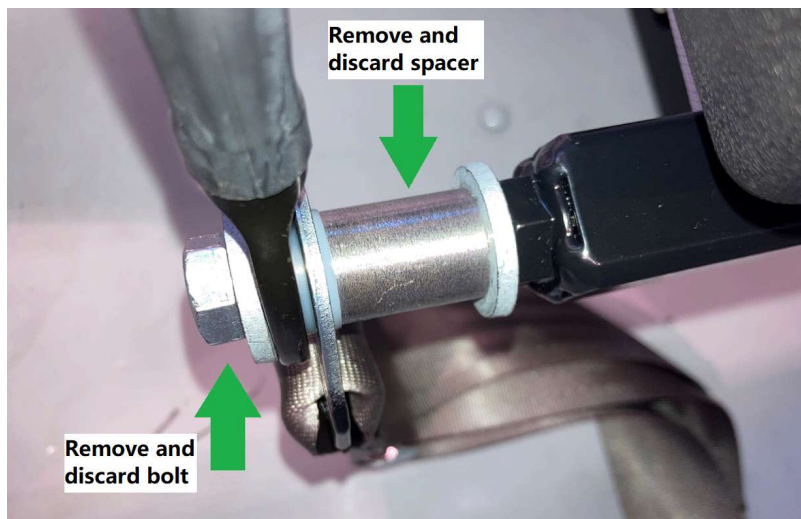
			Bulletin 23KWK – 23KWK 1.9m Seatbelt ICP Bar (Both sides) removal per bulletin procedure
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Procedure

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

Read all steps before beginning.

1. Remove and discard the bolt securing the seatbelt buckle to the ICP bar on the right side of the seat.
2. Remove and discard the spacer.

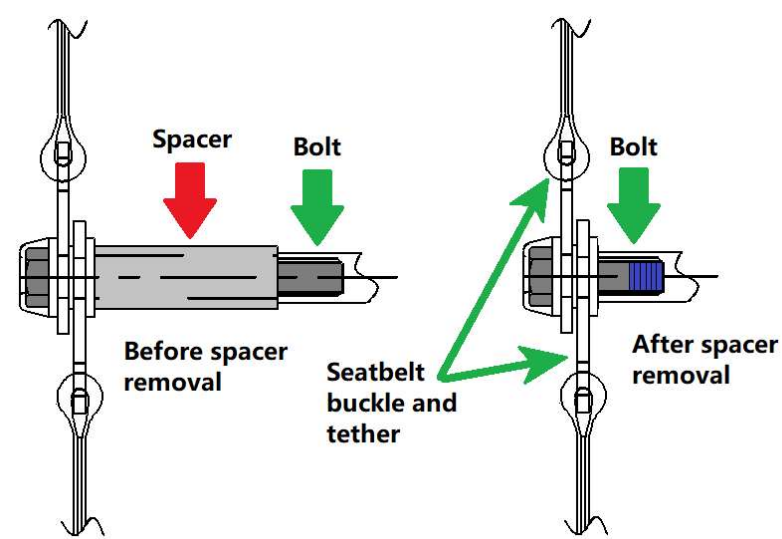


3. Apply blue Loctite 242 or equivalent to the new bolt threads.
4. Install the new seatbelt buckle bolt to the ICP bar. Torque to 45 Lb-Ft. Re-install washers as removed to ensure buckle and tether hardware is

correctly aligned (washer style/alignment may vary by vehicle).

i **NOTE**

When re-installing the seatbelt tether, make sure that the belt is not twisted.



5. If your truck is listed on the **“Two-Spacer”** tab on the chassis list, perform these steps to the left side of the passenger seat as well if it is also equipped with a spacer.

Parts

Parts are available from PACCAR Parts.

Quantity	Part Number	Description
1 (2 for trucks on "Two Spacer"	HWC01728	BOLT

Quantity	Part Number	Description
Chassis List)		
1 Bottle	Locally Sourced	Blue Loctite 242 .5ml (or equivalent)

Links

[Chassis List](#)

[US Customer Letter](#)

[Puerto Rico Spanish Customer Letter](#)

[Canada English Customer Letter](#)

[Canada French Customer Letter](#)

Revision History

02/27/2024: Interim bulletin converted into a final bulletin. The "What's new" section is updated to include "Repair parts and procedures are now available"

11/21/2023: Interim bulletin published



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 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.

Kenworth has initiated a recall to remedy the defect free of charge. Please contact your Kenworth dealer. To find your Kenworth dealer, please visit Dealer Locator at www.Kenworth.com. This repair should take up to **1 hour** labor depending on vehicle configuration. Receipts for parts and/or labor are required for consideration of reimbursement. This repair will be performed at no charge to you.

The problem is...	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.
What your dealer will do...	Dealers will remove the additional seatbelt spacer, replace the bolt with a new shorter bolt and re-torque the joint.
What you must do ...	Contact your Kenworth Dealer to schedule an appointment for repair

If you had this 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 campaign.

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



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



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Date of Letter

IMPORTANT SAFETY RECALL

Subject: Safety Recall 23KWK: T660/T800/W900 Seatbelt Intermediate Connecting Point (ICP) Bar Spacer
NHTSA Recall Number 23V717
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 2018 through 2024 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.

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 Dealer Locator at www.Kenworth.com. This repair may take up to **1 hour** of labor depending on vehicle configuration and dealer scheduling. This repair will be performed at no charge to you.

The problem is...

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.

What your dealer will do...

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

What you must do ...

Contact your Kenworth Dealer to schedule an appointment for repair

If you had this 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. Receipts for parts and/or labor are required for consideration of reimbursement.

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:

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or

Mail: Kenworth Truck Company, P.O. Box 1000, Kirkland, WA 98083-1000, Attn: Customer Service Department

or

Phone: 425-828-5888

If you conclude that Kenworth Truck Company has not enabled you to remedy this defect in reasonable time and without charge, you may submit a complaint to: 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>.

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,

Annicka Hollingsworth



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