

23PBG: Safety Bulletin - Dana Driveline Weld

Number

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23PBG / 23V616 / 2023-496

Supplier

Dana

Description

Safety Recall - Dana Driveline Weld

Date

9/22/2023

What's New

Safety Recall

On certain Peterbilt model 220 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. A sudden loss of drive power may increase the risk of a crash.

Parts and repair procedures are now available to correct this issue.

Introduction

On certain Peterbilt model 220 chassis the driveline tube seam weld may separate or tear under certain stress loads, resulting in driveline separation and sudden loss of drive power. A sudden loss of drive power may increase the risk of a crash.

There will be no noticeable signs/indications preceding the described failure.

Reference Dana recall **23E052** for more information.

Situation

22 (18 U.S., 4 Canada) Model year 2023, Peterbilt model 220 chassis built from 08/29/22 through 10/07/22 equipped with Dana SPL100 drivelines with certain driveline serial numbers.

Resolution

Safety Recall

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 **23PBG** 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 **23PBG** campaign code prior to performing this

repair.

4. Follow the repair procedures attached in the Links section.

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 safety recall.

Peterbilt will pay for parts at dealer net plus applicable mark-up and labor:

- Reference the attached [Parts List by Chassis](#) document and use the Quick Claim Code listed for the chassis you're working on.
 - Please note that cost of paint has been accounted for in the quick claim.
 - The paint reimbursement cost is estimated based on 2 - 12oz cans of black spray paint per driveshaft.
 - If the driveshaft(s) require(s) a custom paint color, use code **23PBG** and attach an invoice for the cost of the paint to the claim.
- For extraordinary circumstances please use code **23PBG**, add from "Recommended Repairs", and then select the gear icon to edit Parts/Labor/Misc.
- File the claim within 7 days in accordance with warranty policy.
- Peterbilt dealers may perform 23PBG repairs on Kenworth chassis, but Quick Claims do not apply. For Kenworth chassis repairs, file a long-form

claim and use the claim codes below.

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:	23PBG	Campaign Type:	Safety Recall
Claim Category:	Truck	Repair Type:	Proactive
Customer Concern Code:	029	Causal Code:	62
Corrective Action Code:	12	Responsibility Code:	SUPP
Failure Location:	024-002-043	Causal Part:	90-70-28X
Supplier Code:	05036AJ	SRT Code:	<p>024-111 0.5 hours Medium duty driveshaft. Slip yoke to rear axle.</p> <p>024-113 0.7 hours Medium duty driveshaft. Transmission or intermediate driveshaft and carrier bearing, without slip</p>

			yoke. Does not include disassembly of the driveshaft.
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			053-073 1.1 hours Driveshaft - refinish (complete) (time is per driveshaft)
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Procedure

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

- You must reference the [Parts List by Chassis](#) document in the Links section prior to starting repairs.
- Please note that, in most cases, not all driveshafts on a given chassis will require replacement.
- **ONLY** replace the driveshafts listed for the specific chassis in the Parts List by Chassis document!
- Please see attachment in Links section below for driveshaft R&R procedures.

Parts



NOTE

You must reference the “Parts List by Chassis” document in the Links section prior to starting repairs or ordering parts.

Please note that, in most cases, not all driveshafts on a given chassis will require replacement.

ONLY replace the driveshafts listed for the specific chassis in the “Parts List by Chassis” document!

The following parts are available through PACCAR Parts Direct Ship Program:

**NOTE**

Due to the low volume needed for this Safety Recall, all driveshafts must be ordered through the Direct Ship Program (DSP) using order types XS (Stock) or XE (Emergency) on PartsOnline.

Part Number	Part Description	Quantity
100CS54001-560M	DRIVESHAFT	*AS NEEDED
100CS54001-690M	COUPLING SHAFT	*AS NEEDED
100CS54001-795M	COUPLING SHAFT	*AS NEEDED
100CS54001G-1075M	DRIVESHAFT XS (STEEL)	*AS NEEDED
100CS54004-1080M	PNG - DANA DRIVESHAFT	*AS NEEDED
100CS54004-895M	COUPLING SHAFT	*AS NEEDED
100CS54004-935M	PNG - DANA DRIVESHAFT	*AS NEEDED
100CS54004-970M	DRIVESHAFT	*AS NEEDED
100DS55002-800M	PNG - DANA DRIVESHAFT	*AS NEEDED
100DS55006-420M	DRIVESHAFT	*AS NEEDED
100DS55006-480M	DRIVESHAFT	*AS NEEDED

100DS55007-1100M	PNG - DANA DRIVESHAFT	*AS NEEDED
100DS55007-880M	DRIVESHAFT ASSY.	*AS NEEDED
100DS55007-976M	DRIVESHAFT	*AS NEEDED

The following part is available through PACCAR Parts.

Part Number	Part Description	Quantity
90-70-28X	KIT-STRAP-453 PDC	*AS NEEDED

The following part must be sourced locally.

Part Number	Part Description	Quantity
Locally Sourced	12oz Spray Paint (black or matching chassis color)	2 Per Driveshaft

Links

[23PBG Chassis List](#)

[23PBG Parts List By Chassis](#)

[23PBG Repair Procedure](#)

[23PBG FINAL US Customer Letter](#)

[23PBG FINAL Canada \(English\) Customer Letter](#)

[23PBG FINAL Canada \(French\) Customer Letter](#)

Revision History

11/08/2023 - Bulletin has been changed from an interim notification to a final bulletin. Parts and repair procedures are now available to correct the issue.

November 3, 2023

IMPORTANT SAFETY RECALL

This notice applies to your vehicle. Your VIN(s) can be found on the bottom or back of this page.

Subject: Safety Recall: 23PBG: Dana Driveline Weld
Transport Canada Recall: 2023-496
EXPIRATION DATE: NONE

Dear Peterbilt 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.

Peterbilt has decided that a defect which relates to motor vehicle safety exists in certain model year 2023 Peterbilt model 220 chassis built from 08/29/22 through 10/07/22 and equipped with Dana SPL100 drivelines with certain serial numbers. The driveline tube seam weld may separate or tear under certain stress loads, resulting in driveline separation and sudden loss of drive power. A sudden loss of drive power may increase the risk of a crash.

What is the problem?	Certain model year 2023, Peterbilt model 220 chassis equipped with Dana SPL100 drivelines may experience driveline failure resulting in a sudden loss of power and an increased risk of a crash.
What will your dealer do?	Your Peterbilt dealer will replace the defective driveline(s) installed on your chassis.
What should you do?	Contact your dealer immediately to schedule an appointment.

Peterbilt Motors Company has initiated this recall to remedy the issue with no charge to you. Please contact your Peterbilt dealer to schedule an appointment for these services. To find your Peterbilt dealer, please visit the Dealer Locator at www.Peterbilt.com or scan the QR code. When contacting your Peterbilt dealer, reference the Safety Recall number, Transport Canada number, and VIN(s) listed in this letter. This repair may take up to 6 hours of labor depending on dealer scheduling.

If you had this repair performed before receiving 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. Contact your local Peterbilt dealership for details.


If you require further information about this recall or experience any difficulty in making arrangements for this repair, please contact the Peterbilt Customer Experience Department at PB.Tech.Pubs.Dept@paccar.com.

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 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. Please send all known ownership and address changes to PBDiv.Warranty.Docs@paccar.com.

We apologize for any inconvenience this preventive procedure may cause and thank you for your participation in helping Peterbilt provide the highest levels of customer satisfaction and service expertise. We value your business and appreciate your ongoing loyalty to Peterbilt and its dealer network. Industry-leading quality, performance and reliability are hallmarks of Peterbilt products, and we thank you for making Peterbilt your truck of choice.

Sincerely,



Michelle Ponsonby
Director of Customer Experience
Peterbilt Motors Company

Scan this QR code to open the
Peterbilt Dealer Locator.



November 3, 2023

IMPORTANT SAFETY RECALL

This notice applies to your vehicle. Your VIN(s) can be found on the bottom or back of this page.

Subject: Safety Recall: 23PBG: Dana Driveline Weld
NHTSA: 23V 616
EXPIRATION DATE: NONE

Dear Peterbilt Customer,

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

Peterbilt has decided that a defect which relates to motor vehicle safety exists in certain model year 2023 Peterbilt model 220 chassis built from 08/29/22 through 10/07/22 and equipped with Dana SPL100 drivelines with certain serial numbers. The driveline tube seam weld may separate or tear under certain stress loads, resulting in driveline separation and sudden loss of drive power. A sudden loss of drive power may increase the risk of a crash.

What is the problem?	Certain model year 2023, Peterbilt model 220 chassis equipped with Dana SPL100 drivelines may experience driveline failure resulting in a sudden loss of power and an increased risk of a crash.
What will your dealer do?	Your Peterbilt dealer will replace the defective driveline(s) installed on your chassis.
What should you do?	Contact your dealer immediately to schedule an appointment.

Peterbilt Motors Company has initiated this recall to remedy the issue with no charge to you. Please contact your Peterbilt dealer to schedule an appointment for these services. To find your Peterbilt dealer, please visit the Dealer Locator at www.Peterbilt.com or scan the QR code. When contacting your Peterbilt dealer, reference the Safety Recall number and the NHTSA number. This repair may take up to 6 hours of labor depending on dealer scheduling.

If you had this repair performed before receiving 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. Contact your local Peterbilt dealership for details.

If you require further information about this recall or experience any difficulty in making arrangements for this repair, please contact the Peterbilt Customer Experience Department at PB.Tech.Pubs.Dept@paccar.com.

If you conclude that Peterbilt has not enabled you to remedy this defect in a 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. Please send all known ownership and address changes to PBDiv.Warranty.Docs@paccar.com.

We apologize for any inconvenience this preventive procedure may cause and thank you for your participation in helping Peterbilt provide the highest levels of customer satisfaction and service expertise. We value your business and appreciate your ongoing loyalty to Peterbilt and its dealer network. Industry-leading quality, performance and reliability are hallmarks of Peterbilt products, and we thank you for making Peterbilt your truck of choice.

Sincerely,



Michelle Ponsonby
Director of Customer Experience
Peterbilt Motors Company

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Le 3 novembre 2023

IMPORTANT RAPPEL DE SÉCURITÉ

Cet avis concerne votre véhicule. Votre (vos) NIV(s) se trouve(nt) au bas ou au verso de la présente.

Objet : Rappel de sécurité : 23PBG – Soudure de l'arbre de transmission Dana
Rappel de Transport Canada : 2023-496
DATE D'EXPIRATION : AUCUNE

Cher client Peterbilt,

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.

Peterbilt a constaté qu'une défectuosité liée à la sécurité des véhicules automobiles est présente dans certains châssis Peterbilt de modèle 220 de l'année 2023, construits entre le 29/08/22 et le 07/10/22, équipés d'arbres de transmission Dana SPL 100 portant certains numéros de série. Il est possible que le joint de soudure du tube de l'arbre de transmission se sépare ou se déchire à la suite d'un effort imposé par la charge, résultant en la séparation de l'arbre de transmission et une perte soudaine de puissance motrice. Une perte soudaine de puissance motrice peut augmenter le risque d'accident.

Quel est le problème ?	Il est possible que certains châssis Peterbilt de modèle 220 de l'année 2023, équipés d'arbres de transmission Dana SPL 100, présentent une défectuosité de l'arbre de transmission résultant en une perte soudaine de puissance motrice et une augmentation du risque d'accident.
Que fera votre concessionnaire ?	Votre concessionnaire Peterbilt remplacera l'arbre de transmission défectueux (les arbres) installé(s) sur votre(vos) châssis.
Que devriez-vous faire ?	Communiquer immédiatement avec votre concessionnaire afin de prendre rendez-vous

Peterbilt Motors Compagnie a mis en place ce rappel afin de remédier au problème, sans frais. Veuillez communiquer avec votre concessionnaire Peterbilt afin de prendre rendez-vous pour ces services. Pour trouver votre concessionnaire Peterbilt, veuillez consulter Dealer Locator sur www.Peterbilt.com ou balayer le code à barres. Au moment de communiquer avec votre concessionnaire Peterbilt, veuillez-vous référer au numéro du rappel de sécurité, au numéro de Transport Canada, ainsi qu'au(x) NIV(s) cité(s) à la présente. Cette réparation peut nécessiter jusqu'à 6 heures de main-d'œuvre selon la disponibilité du concessionnaire.

Si vous avez déjà fait effectuer cette 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. Des reçus pour les pièces et/ou la main-d'œuvre sont requis afin d'envisager un remboursement. Communiquez avec votre concessionnaire Peterbilt local pour les détails.

Si vous avez besoin de plus d'information au sujet de ce rappel ou rencontrez des difficultés à prendre rendez-vous pour cette réparation, veuillez communiquer avec le département de l'expérience client de Peterbilt sur PB.Tech.Pubs.Dept@paccar.com.

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. Veuillez faire parvenir toute information relative au nouveau propriétaire et son adresse à PBDiv.Warranty.Docs@paccar.com.

Nous nous excusons pour tout inconvénient causé par cette procédure préventive et vous remercions de votre participation afin d'aider Peterbilt à offrir les plus hauts niveaux de satisfaction de la clientèle et d'expertise de service. Nous apprécions votre entreprise ainsi que votre constante fidélité envers Peterbilt et son réseau de concessionnaires. Les produits Peterbilt se distinguent en étant leader de l'industrie en matière de qualité, performance et fiabilité; et nous vous remercions de faire d'un Peterbilt votre camion préféré.

Salutations,



Michelle Ponsonby
Directrice de l'expérience client
Peterbilt Motors Compagnie

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Peterbilt Dealer Locator.

