



A **PACCAR** COMPANY

Kenworth Truck Company
P.O. Box 1000
Kirkland, Washington 98083-1000
(425) 828-5000



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March 7, 2018

IMPORTANT SAFETY RECALL

Subject: Safety Recall 18KWA - Eaton UltraShift *PLUS* and Fuller Advantage Transmissions with Right Hand (RH) Stalk Shifter
NHTSA Recall number 18V092
This notice applies to your vehicle; VIN: [REDACTED]

[REDACTED]
Charleston, SC 29405-8217

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 2017, 2018, and 2019 T680 and T880 vehicles manufactured from 11/16/2016 through 12/22/2017 with Eaton UltraShift PLUS and Eaton Fuller Advantage transmissions. The vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 101 & 102, "Control and Displays" & "Transmission Shift Lever Sequence/Starter Interlock/Transmission Braking Effect," respectively.

Under certain conditions, the D-N-R (Drive-Reverse-Neutral) display in the instrument cluster may incorrectly illuminate the "N" on the display when the transmission RH Stalk Shiftershifter is in the "D" or "R" position. This could create operator confusion, increasing the risk of injury and/or property damage. Your vehicle has been identified as having one of these transmissions.

In the situation described above, the transmission itself will remain in neutral until the service brake (i.e. foot valve) is applied and the RH Stalk Shifter is cycled through the "N" (neutral) position and then back into gear (i.e. "D" or "R"). If the vehicle does not move when expected, there is an increase risk of a crash.

<i>The problem is...</i>	The D-N-R dash display may not match the gear selected on the RH Stalk Shifter.
<i>What your dealer will do...</i>	Dealers will update the software
<i>What you must do ...</i>	Contact your Kenworth Dealer to schedule an appointment for repair

Kenworth has initiated a non-compliance recall to remedy the defect. Please contact your nearest Kenworth dealer. To find your nearest Kenworth dealer, please visit Dealer Locator at www.Kenworth.com. This repair may take up to **1.0 hour** of labor depending on vehicle configuration and dealer scheduling. This repair will be performed at no charge to you. 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 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.Customer.Service@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: 425-828-5000

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,

Shondip Chakravarty
Director of Customer Service
Kenworth Truck Company