



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

June 5, 2019

Ms. Pamela Tonglao
Counsel
PACCAR Incorporated
777 106th Ave NE
Bellevue, WA 98004

NEF-150MR
19V-340

Subject: Mirror Glass May Detach

Dear Ms. Tonglao:

This letter serves to acknowledge PACCAR Incorporated's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

KENWORTH/T680/2020
KENWORTH/T800/2020
KENWORTH/W900/2020
PETERBILT/567/2020
PETERBILT/579/2020

Mfr's Report Date: May 1, 2019

NHTSA Campaign Number: 19V-340

Components:

VISIBILITY:REARVIEW MIRRORS/DEVICES:EXTERIOR

Potential Number of Units Affected: 4,051

Problem Description:

PACCAR Incorporated (PACCAR) is recalling certain 2020 Peterbilt 520 and 579 vehicles and Kenworth T680, T880 and W990 vehicles. The mirror glass may detach from the mirror carrier plate due to inadequate adhesion.

Consequence:

If the mirror glass detaches, the driver may have reduced visibility and the mirror glass will become a road hazard that may strike another vehicle or pedestrian, increasing the risk of a crash or injury.

Remedy:

PACCAR has notified owners, and dealers will inspect the upper mirror glass/mirror carrier, replacing it as necessary, free of charge. The recall began May 31, 2019. Kenworth owners may contact PACCAR customer service at 1-425-828-5888 and Peterbilt owners may call 1-940-591-4220. PACCAR's numbers for this recall is 19KWC and 19PBC.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.safercar.gov.

NHTSA is missing critical, required information for this safety recall. This information must be supplied through the NHTSA Recalls Portal within 5 working days of confirming its accuracy:

- Your company's program shall include a plan for reimbursing an owner or purchaser who incurred costs to obtain a remedy for the problem addressed by the recall within a reasonable time in advance of your company's notification of owners, purchasers and dealers, in accordance with § 573.13 of this part. Your company's plan may incorporate by reference a general reimbursement plan it previously submitted to NHTSA, together with information specific to the individual recall. Information required by § 573.13 that is not in a general reimbursement plan shall be submitted in your company's report to NHTSA under this section. If your company submits one or more general reimbursement plans, your company shall update each plan every two years, in accordance with § 573.13. Your company's remedy program and reimbursement plans will be available for inspection by the public at NHTSA headquarters (49 CFR 573.6 (c)(8)(i)). If the vehicles are new and would be covered under the manufacturer's warranty program, please state that in the remedy section of your filing.

Please be reminded of the following requirements:

Copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

Your contact for this recall will be Michelle Rice who may be reached by phone at (202) 366-1060, or by email at michelle.rice@dot.gov. We look forward to working with you.

Sincerely,



Joshua Neff
Acting Chief, Recall Management Division
Office of Defects Investigations
Enforcement