



A PACCAR COMPANY

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

July 10, 2019

IMPORTANT SAFETY RECALL

Subject: Safety Recall 19KWC: Mekra Lang Side Mirror Adhesion Issue
NHTSA Recall number 19V340
EXPIRATION DATE: NONE
This notice applies to your vehicle; VIN: [REDACTED]



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 2020 T680, T880, and W990 vehicles manufactured from 2/14/2019 through 3/06/2019. On certain trucks, the upper glass on the side mirrors may not be properly attached. This could cause the mirror glass to fall off or to hang from its wiring and block the lower convex mirror. Missing or blocked mirrors will reduce visibility and increase the risk of a crash. If the mirror glass falls from the vehicle, it could strike another vehicle or pedestrian, increasing the risk of injury. Your vehicle has been identified as being built within the date range in which the affected mirrors were manufactured.

The problem is...	The upper mirror in the side mirror assemblies could fall from the housing and limit the visibility of the driver or fall and strike another vehicle or pedestrian.
What your dealer will do...	The mirror and carrier will be inspected to verify the mirror manufacture date and will be replaced if necessary.
What you must do ...	Contact your Kenworth Dealer to schedule an appointment for repair

Kenworth has initiated a recall to remedy the defect. Please contact your Kenworth dealer. To find your Kenworth dealer, please visit Dealer Locator at www.Kenworth.com. This repair may take up to **1.0 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 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

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

Scan this QR code to open the Kenworth Dealer Locator.

