



A PACCAR COMPANY

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

February 10, 2020

IMPORTANT SAFETY RECALL

Subject: Safety Recall 19KWE - T680, T800, T880, W990 DANA Axle Output Shaft
NHTSA Recall number 19V911
EXPIRATION DATE: NONE
This notice applies to your vehicle; [REDACTED]

Scan this QR code to open the Kenworth Dealer Locator.



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, T800, T880, and W990 vehicles manufactured from 11/22/2019 through 12/05/2019. Certain Dana forward rear axle output shafts may have been improperly heat treated, which can cause the shaft to fracture. Fracture of the shaft could result in the threaded portion of the shaft and the driveline yoke retaining nut to detach from the vehicle and fall onto the roadway. Additionally, if the fracture of the threaded portion of the shaft and nut from the forward rear axle were to go unnoticed, the interaxle driveline may become detached from the forward rear axle during suspension/axle articulation. Either condition may result in the increased risk of a crash, personal injury and/or property damage.

The problem is...	An improperly heat treated output shaft may fracture at the transition of the shaft splines to the retaining nut thread.
What your dealer will do...	Dealers will inspect the output shaft and, if it is within the suspect date codes, they will replace it.
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 **3 hours** 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,

Annick Hollingsworth
Director of Service Platforms
Kenworth Truck Company