



A **PACCAR** COMPANY

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

April 14, 2020

## IMPORTANT SAFETY RECALL

### Interim Notification

Subject: Safety Recall 20KWA - T370 with Primaax Rear Suspension and Type 2 Wheelbase manufactured without second R12 relay valve  
NHTSA Recall number 20V086  
This notice applies to your VIN; [REDACTED]

[REDACTED]  
[REDACTED]  
[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 2018-2020 T370 vehicles manufactured from 09/17/2017 through 10/08/2019. Vehicles with a Primaax rear suspension and may have been manufactured without a second R12 relay valve. This may cause the vehicle to exceed brake timing performance requirements. This results in the vehicle exceeding the allowable actuation time defined in FMVSS 121 S5.3.3. Increased brake activation timing may lengthen vehicle stopping distance, increasing the risk of a crash.

<b>The problem is...</b>	<b>A second relay valve may not have been installed.</b>
<b>What you must do ...</b>	<b>After you receive a notification letter that parts are available, contact your Kenworth Dealer to schedule an appointment for repair</b>

The purpose of this letter is to notify you that Kenworth has initiated a recall to address the defect. **At this time, replacement parts are not yet available from the component supplier.** You will be notified when the repair parts/software update become(s) available and you may schedule an appointment with a dealer to obtain the repair.

If you require further information about this recall, 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](mailto: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

You may submit a complaint to the 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>, if you believe that the manufacturer or dealer failed or was unable to remedy the defect without charge within a reasonable time following the earliest date upon which replacement parts become available.

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