



A **PACCAR** COMPANY

Service Department 306
Kenworth Truck Company
P.O. Box 1000
Kirkland, Washington 98083-1000
(425) 828-5000
(425) 828-5888

October 5, 2020

IMPORTANT SAFETY RECALL

Subject: Safety Recall 20KWC - Watson & Chalin Lift Axle Pivot Bolt
NHTSA Recall number 20V506
EXPIRATION DATE: NONE
The VINs are listed on the back of this letter

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, may exist in certain model year 2020-2021 T800, T880, W900, and W990 vehicles built from 11/20/2019 through 4/17/2020 equipped with Watson & Chalin SL2065 lift axles. Vehicles equipped with Watson & Chalin SL2065 lift axles may have lower rear pivot bolts that are not long enough to sufficiently engage the locking feature of the corresponding nuts. In some cases, this condition may cause a loss of clamp load of the pivot joint (arm to axle). Extended use of the lift axle in this condition can result in foreign object debris on the roadway, increasing the risk of a crash and/or injury.

The problem is...	The lower rear pivot bolts on the lift axle could lose clamp load.
What your dealer will do...	Your dealer will inspect the bolts for proper thread engagement and, if necessary, replace the hardware with longer bolts.
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 **2.0 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. Contact your Kenworth dealer for details.

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

(Over Please)