



A **PACCAR** COMPANY

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

May 26, 2021

IMPORTANT SAFETY RECALL

Subject: Safety Recall 21KWB – T440/T470, T800, W900 Starter Interrupt Circuit
NHTSA Recall number 21V262
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,



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This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.

Kenworth Truck Company has decided that certain model year 2022 T440/470, T800, and W900 vehicles manufactured from 01/04/2021 through 03/04/2021 fail to conform to Federal Motor Vehicle Safety Standard No. 102 S3.1.3 – Transmission Shift Position Sequence, Starter Interlock, and Transmission Braking Effect. The transmission and chassis harness may not have the starter interrupt circuit connected properly, which enables the vehicle to start while the transmission is in drive or reverse gear. Unexpected movement of the vehicle may result in a crash and injury to persons or property.

<i>The problem is...</i>	The starter interrupt circuit may not be connected properly, which enables the vehicle to start while the transmission is in drive or reverse gear.
<i>What your dealer will do...</i>	Dealers will confirm correct operation of the starter interrupt circuit. If the starter interrupt circuit is not connected properly, they will connect and verify correct operation.
<i>What you must do ...</i>	Contact your Kenworth Dealer to schedule an appointment for repair

Kenworth has initiated a recall to remedy this noncompliance. 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 recall, 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 noncompliance 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)