

# Part 573 Safety Recall Report

# 21V-546

**Manufacturer Name :** PACCAR Incorporated**Submission Date :** JUL 20, 2021**NHTSA Recall No. :** 21V-546**Manufacturer Recall No. :** 21KWE**Manufacturer Information :**

Manufacturer Name : PACCAR Incorporated

Address : 777 106TH AVENUE NORTHEAST  
BELLEVUE WA 98004

Company phone : 940 591 4220

**Population :**

Number of potentially involved : 1,441

Estimated percentage with defect : 6 %

**Vehicle Information :**

Vehicle 1 : 2022-2022 Kenworth T680, T880, W990

Vehicle Type : BUSES, MEDIUM &amp; HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

**Descriptive Information :** The recalled population consists of vehicles with suspect HVAC control heads F21-1028-13B1 and -23B1 used at the Chillicothe production plant beginning with the start of suspect material received by the kitting supplier on March 23, 2021. When the issue was detected, all vehicles on site were evaluated and a clean point was established.

Production Dates : MAR 23, 2021 - APR 07, 2021

VIN Range 1 : Begin : 1XKYD49X1NJ470316 End : 1XKZPP9X4NJ499791  Not sequential**Description of Defect :**

**Description of the Defect :** Certain HVAC controls may have insufficient soldering between the potentiometer(s) and the PCBA board, potentially resulting in inoperative functionality including windshield defrost.

FMVSS 1 : NR

FMVSS 2 : NR

**Description of the Safety Risk :** Inoperative windshield defrost may reduce driver visibility increasing the risk of a crash.

**Description of the Cause :** BHTC, sub-supplier to Mahle, failed to confirm selective soldering equipment parameters post maintenance. Incorrect parameters led to incomplete soldering of certain potentiometers to the PCBA board. Subsequent EOL testing did not confirm an incomplete soldering issue because the issue presents itself inconsistently.

**Identification of Any Warning that can Occur :** None.

**Involved Components :**

Component Name 1 : CONTROL-CAB HVAC

Component Description : HVAC Control Head

Component Part Number : F21-1028-13B1 and -23B1

**Supplier Identification :****Component Manufacturer**

Name : BHTC

Address : NR

NR

Country : NR

**Chronology :**

04-07-2021: Chillicothe manufacturing plant reports to Kenworth Field Service the possibility of HVAC control head functionality issues and requests field feedback. Chillicothe establishes a production clean point end of day shift.

04-12-2021: First shipment of certified control heads from BHTC to Chillicothe.

04-13-2021: BHTC places permanent corrective actions in place for selective soldering process.

04-23-2021: Safety and Compliance notified and investigation opened.

04-30-2021: BHTC and Mahle share root cause investigation and permanent corrective actions with Safety and Compliance.

05-19-2021: Safety and Compliance reviews warranty information and reads all claims to better understand potential field issues/impact.

05-28-2021: Mahle and BHTC confirm potentially suspect population.

06-28-2021: Mahle and BHTC confirm two control heads returned as part of the warranty claim process have incomplete soldering.

07-16-2021: Safety Committee meeting held. The Committee concurs that a safety related defect exists.

**Description of Remedy :**

Description of Remedy Program : Paccar will notify owners. Each suspect vehicle will have the HVAC control head replaced.

How Remedy Component Differs : Recalled components will be replaced with the identical OE part. Recalled components once removed will be marked and/or tagged as defects and

from Recalled Component : returned to the supplier or destroyed per recall repair instructions.

Identify How/When Recall Condition was Corrected in Production : BHTC has put controls in place to check and update selective soldering process parameters post maintenance. Additionally, first and last parts from each selective soldering batch build will be x-rayed to confirm soldering of all joints is complete.

### Recall Schedule :

Description of Recall Schedule : Owner notifications will be sent within 60 days.

Planned Dealer Notification Date : SEP 18, 2021 - SEP 18, 2021

Planned Owner Notification Date : SEP 18, 2021 - SEP 18, 2021

\* NR - Not Reported