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A **PACCAR** COMPANY

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

September 17, 2021

IMPORTANT SAFETY RECALL
INTERIM NOTIFICATION

Subject: Safety Recall 21KWE – T680, T880, and W990 HVAC Control Head Not Functional
NHTSA Recall number 21V546
This notice applies to your vehicle; VIN: [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 2022 T680, T880, and W990 vehicles manufactured from 03/23/2021 through 04/07/2021. The air conditioning control head may have insufficient soldering, potentially resulting in inoperative climate controls, including defrost. Inoperative defrost may reduce driver visibility, increasing the risk of a crash.

The purpose of this letter is to notify you that Kenworth has initiated a recall campaign to address the defect. **Currently, replacement parts are not yet available from the component supplier.** However, you will be notified with an additional letter when the repair part becomes available, and you may schedule an appointment with a dealer to obtain the repair.

<i>The problem is...</i>	Defrost may not function.
<i>What you must do ...</i>	After you have received the letter notifying you parts are available, contact your Kenworth Dealer to schedule an appointment for repair

If you require further information about this recall, please contact your Kenworth Dealer. If you require assistance finding a Kenworth Dealer, you can scan the QR code located in the upper-right corner of this letter or go to Kenworth.com/Dealers. If your Kenworth Dealer is unable to answer your questions, then please contact Kenworth Customer Service using one of the following:

Email: Kenworth.Customer.Service@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