21KWG / 21V906 / 2021-713 – Work Brake May Unintentionally Disengage

Number	Clone
21KWG / 21V906 / 2021-713	
Supplier	
Kenworth Truck Company	
Description	
Recall 21KWG: Work Brake May Unintentionally Disengage	

Date

12/2/2021

What's New

Safety Recall – Work brake may unintentionally disengage. The work brake (also known as winch brake) may unintentionally disengage during winching operations, releasing the service brakes, increasing the risk of crash or injury. The VECU software will be updated to correctly set the speed interlock parameter.

Introduction

The work brake, also known as winch brake, may unintentionally disengage during winching operations, releasing the service brakes.

Slight vehicle movement during winching causes the wheel speed sensor to detect vehicle movement. There is "noise" in the wheel speed sensor at lower vehicle speeds, and erroneous values are communicated. These erroneous values exceed the speed interlock, causing the work brake to disengage.

Situation

544 chassis (534 U.S. and 10 Canada) W990 and T880 chassis built from 08/22/2018 through 11/03/2021 and equipped with a work brake (winch brake) and intended service as a wrecker or auto hauler.

Resolution

Safety Recall

Service all affected chassis that enter your dealership, even if the customer has no issue with the chassis.

1. Review the attached chassis list for your dealer code and schedule your customer(s) for service if their chassis is on the list.

- 2. If you are not using Service Management to start repair orders, review SIR for "Complete" or "In Process" next to the "21KWG" campaign code prior to performing this repair.
- 3. Follow the procedures below to update the VECU software and correctly set the speed interlock parameter.

Federal Law

It is a violation of Federal law for a dealer to sell or lease new vehicles covered by this recall until the defect or noncompliance has been corrected.

Warranty

There is no time or mileage limit for this recall. Kenworth will pay for labor:

- 0.5 hours labor to update VECU software and CECU software for chassis with CVMUX electronic architecture. Includes accessing the parameter value via PVP to confirm the correct value. Use Quick Claim Code 21KWGA.
- 0.4 hours labor to update VECU software for chassis with VMUX electronic architecture. Includes accessing the parameter value via PVP to confirm the correct value. Use Quick Claim Code 21KWGB.
- File an additional claim for extraordinary circumstances. A quick claim for standard labor must be filed
- File the claim within 14 days in accordance with Warranty Policy <u>CA009</u>.

Take-Off Parts Disposition: N/A

	PRWS CLAIM CODING				
Campaign Code:	21KWG	Campaign Type	Safety Recall		
Claim Category:	Truck	Repair Type	Proactive		
Customer Concern Code	029	Causal Code	A1		
Corrective Action Code	12	Responsibility Code:	Camp		
Failure Location	003- 001- 088	Causal Part	Q21-1126-700- 700		
Supplier Code	N/A	SRT Code	045-966 0.3 hrs. (VMUX Chassis) DAVIE4 – Download new software to VECU. B45-967 0.4 hrs. (CVMUX Chassis) Update VECU and CECU software. B45-968 0.1 hrs. PVP processing and/or verification		

CLAIM CODING					
Failure Location:	003-001- 088	Work Accomplished:	58		
Failure Type:	363	Responsibility Code:	01		
SRT Code:	045-966 0.3 hrs. (VMUX Chassis) DAVIE4 – Download new software to VECU. B45-967 0.4 hrs. (CVMUX Chassis) Update VECU and CECU software. B45-968 0.1 hrs. PVP processing and/or verification	Claim Type:	C		

Procedure

Please follow your dealership's safety procedures and precautions to ensure the vehicle can be safely repaired and maintained.

Go to PVP and verify the parameter (either N815 or AA01153) is set to 30MPH. Change to 30MPH if needed.



Consult the chassis list to confirm the electrical architecture (VMUX or CVMUX) of the chassis. Refer to the appropriate procedure below.

Update instructions for CVMUX chassis

- 1. Ensure DAVIE4 is up to date.
- 2. Connect a battery charger to the chassis.
- 3. Ensure all programs except DAVIE4 are closed when you begin programming.
- 4. Update the VECU software to the latest available version.
- 5. Ensure ESA is up to date. Refer to bulletin <u>03-064</u> for ESA best practices for software update instructions and other tips.
- 6. Update the CECU software to the latest available version.

Update instructions for VMUX chassis

- 1. Ensure DAVIE4 is up to date.
- 2. Connect a battery charger to the chassis.
- 3. Ensure all programs except DAVIE4 are closed when you begin programming.
- 4. Update the VECU software to the latest available version.

Parts	
Parts are not required.	
Links	
U.S. Customer Letter	
Canada Customer Letter	
Chassis List	

Authored by: OF