



A **PACCAR** COMPANY

Customer Service Department
Kenworth Truck Company
P.O. Box 1000
Kirkland, Washington 98083-1000
(425) 825-5888

IMPORTANT SAFETY RECALL INFORMATION



U.S. Department of
Transportation

Issued in Accordance
With Federal Law



Presorted
First-Class Mail
U.S. Postage
PAID
Seattle, WA
Permit No. 2389

IMPORTANT SAFETY RECALL



#



1

RECALL NOTICE

Subject: Safety Recall 22KWB – Dana Front Axle Steer Arm Fasteners

November 11, 2022

IMPORTANT SAFETY RECALL

This notice applies to your vehicle; VIN: [REDACTED]

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

Subject: Safety Recall 22KWB – Dana Front Axle Steer Arm Fasteners
NHTSA Recall number 22V27

Scan this QR code to open
the Kenworth Dealer Locator.



Dear Kenworth Customer,

Kenworth Truck Company has decided that a defect which relates to motor vehicle safety exists in certain Model Year 2018-2021 T170, T270, T370, T440/T470, T680, T800, T880, W900, and W990 chassis built from 08/01/2017 through 05/31/2019 equipped with a Dana D-Series front axle.

The Dana D-Series axle steer arm fasteners that attach the steer arm to the steering knuckle may fail. These cases are understood to have occurred during low-speed maneuvering when steering forces are highest. The operator could be unaware of an issue until both fasteners fail and result in loss of steering control, increasing the risk of a crash or injury.

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 **1.0 hour** of labor depending on vehicle configuration and dealer scheduling. This repair will be performed at no charge to you.

<i>The problem is...</i>	The Dana D-Series axle steer arm fasteners that attach the steer arm to the steering knuckle may fail.
<i>What your dealer will do...</i>	Dealers will replace and torque the steer arm fasteners.
<i>What you must do ...</i>	Contact your Kenworth Dealer to schedule an appointment for repair.

If you had this inspection and/or 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. Please contact your Kenworth dealer for more information.

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 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

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 and procedures 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