



A **PACCAR** COMPANY

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

**IMPORTANT SAFETY RECALL INFORMATION**



Issued in Accordance  
With Federal Law



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Seattle, WA  
Permit No. 2389

**IMPORTANT SAFETY RECALL**



8

**RECALL NOTICE**

Subject: Safety Recall 22KWD – T180/T280/T380 Transmission Actuator Slip

November 30, 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 22KWD – T180/T280/T380 Transmission Actuator Slip  
NHTSA Recall number 22V425



Dear Kenworth Customer,

Kenworth Truck Company has decided that a defect which relates to motor vehicle safety exists in certain Model Year 2021-2023 T180, T280, and T380 chassis built from 06/17/2020 through 04/15/2022 equipped with Allison series 1000 or series 2000 automatic transmissions.

Internal components of the transmission actuator may slip, causing the actuator to become miscalibrated. On affected vehicles, if the transmission actuator becomes miscalibrated, transmission may shift into an unexpected gear. This may increase the risk of a crash.

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](http://www.Kenworth.com).

The transmission actuator will be removed and sent to the supplier for rework. **Total truck down time could be 3 business days** or more depending on shipping times and dealer scheduling. This repair will be performed at no charge to you.

<i><b>The problem is...</b></i>	<b>The transmission actuator may slip causing the actuator to become miscalibrated and the transmission may shift into an unexpected gear.</b>
<i><b>What your dealer will do...</b></i>	<b>Dealers will remove the transmission actuator and send it to the supplier for rework, then install the reworked actuator.</b>
<i><b>What you must do ...</b></i>	<b>Contact your Kenworth Dealer to schedule an appointment for repair.</b>

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](mailto: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 repair procedure and 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