



A **PACCAR** COMPANY

Customer Service Department  
Kenworth Truck Company  
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**IMPORTANT SAFETY RECALL INFORMATION**



Issued in Accordance  
With Federal Law



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Seattle, WA  
Permit No. 2389

**IMPORTANT SAFETY RECALL**



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**RECALL NOTICE**

Subject: Safety Recall 23KWA – T680 Battery-Electric Vehicle Stability Control Mass Calculation

March 2, 2023

**IMPORTANT SAFETY RECALL**

This notice applies to your vehicle: VIN: \_\_\_\_\_

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

Subject: Safety Recall 23KWA – T680 Battery-Electric Vehicle Stability Control Mass Calculation  
NHTSA Recall number 23V007  
EXPIRATION DATE: NONE



Dear Kenworth Customer,

Kenworth Truck Company has decided that a defect which relates to motor vehicle safety exists in certain model year 2023 T680 Battery-Electric Vehicles manufactured from 01/25/2022 through 10/13/2022.

The battery-electric heavy duty electronic stability control program in software version R4 and below underestimates the mass of the vehicle. An incorrect estimate of vehicle mass can adversely impact the performance of the stability control system and may lead to a risk of a crash.

Kenworth has initiated a recall to remedy the defect in cooperation with Meritor. The repair will be coordinated and performed by Meritor free of charge. However, Kenworth is required to notify customers of the existence of the identified safety defect. If needed, please contact your Kenworth dealer. To find your Kenworth dealer, please visit Dealer Locator at [www.Kenworth.com](http://www.Kenworth.com) or scan the QR code at the top of this letter. This repair will take approximately **1 hour** to complete.

Upgrading to R5 software may cause the following incorrect operation of certain components:

- Power gauge will display axle speed instead of actual power usage.
- Air conditioner compressor will not operate below 10mph or over 40 mph. HVAC Blower and heater will operate normally.
- Low air and low coolant audible alarms (buzzers) will not operate below 10mph (16kph). Low air and low coolant visual warnings will operate normally.

These programming faults will be addressed with a future software upgrade. Owners will be contacted about the software upgrade separately when the software is available.

<b>The problem is...</b>	T680 Battery-Electric Vehicle mass estimation programming is incorrect
<b>What your dealer will do...</b>	Meritor will install new software to correct the miscalculation
<b>What you must do ...</b>	If needed, please contact your Kenworth dealer to help coordinate this repair

If you had this 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. Receipts for parts and/or labor are required for consideration of reimbursement.

If you require further information about this campaign, 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, provide your name, your dealer’s city and state, your phone number, your email address (optional), the last 8 digits of your VIN, the bulletin number, and your question, 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

If you conclude that Kenworth Truck Company has not enabled you to remedy this defect in reasonable time and without charge, you may submit a complaint to: 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>.

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