



April 4, 2005

Dear Kenworth Owner,

This notice is sent to you in accordance with the requirements of 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 vehicles manufactured from November 26, 2002 through February 28, 2005. Your vehicle has been identified as having been manufactured with this defect.

Kenworth Truck Company was notified by Webasto Products North America, Inc. that a defect exists in heaters fitted with burner tubes (PN 303046/26553A). The burner tubes are made of a material that does not meet Webasto specifications. The burner tubes may fail prematurely and have the potential to ignite combustible materials in the vehicle causing property damage and/or personal injury. Vehicle occupants may notice an increase in the noise relating to such an occurrence and may also observe heat-related discoloration of the components of the heater's exhaust system.

Kenworth has initiated a recall to replace the burner tube in your heater. You are urged to immediately contact your nearest authorized Kenworth dealer to have this work completed. This work may take up to 3 hours and will be performed at no charge to you.

If you believe you had this repair made prior to receiving this notification, please contact your nearest dealership for possible reimbursement.

If you require further information about this recall or experience any difficulty in making arrangements for the inspection or correction, please contact: Kenworth Truck Company, P.O. Box 1000, Kirkland, WA 98083-1000, Attn: Customer Service Department, phone 425-828-5000.

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 for Safety Assurance, National Highway Traffic Safety Administration, 400 Seventh Street, S.W., Washington, DC 20590, or call the toll free Auto Safety Hotline at 1-888-327-4236.

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. The enclosed card may be used for this purpose.

We regret any inconvenience that this work may cause.

Sincerely,

Mike Kalkoske
Quality Services Manager

Federal Recall Information

05KW

Supplier

Webasto

Description

Heater Burner Tube

Release Date

03/29/05

Introduction

**FEDERAL RECALL CAMPAIGN 05KW1
C500, T600, T800 & W900 MODELS BUILT AT CHILLICOTHE AND RENTON FACTORIES
NOVEMBER, 2002 THROUGH FEBRUARY 5, 2005 WITH WEBASTO #DBW 2010
SCHOLASTIC COOLANT HEATER**

Kenworth Truck Company has decided that a defect which relates to motor vehicle safety exists in C500, T600, T800 & W900 models built between November, 2002 and February 5, 2005 at the Renton and Chillicothe factories with Webasto #DBW 2010 Scholastic Coolant Heater. It was determined that some of the stainless steel walls of the burner tubes of the subject heaters are made of a material that does not meet Webasto specifications. A total of 34 U.S. and 240 Canadian trucks are involved in the campaign. The chassis list and a copy of the customer letter are attached. The DWC and SIR online systems indicate chassis involved in this recall with the designator of "05KW1" in the campaign field.

Situation

Kenworth was notified by Webasto that a defect exists in heaters fitted with burner tubes (PN 303046/26553A). The burner tubes are made of a material that does not meet Webasto specifications. If the burner tube fails, the surface temperature of the exhaust tubes exiting the heater can increase and have the potential to ignite combustible materials in the vehicle causing property damage and/or personal injury. Vehicle occupants may notice an increase in the noise relating to such an occurrence and may also observe heat-related discoloration of the components of the heater's exhaust system.

Resolution

Kenworth Truck Company has initiated a recall to change out the burner tubes. Use the attached repair procedure for this recall repair. Order PN: 26553A through Paccar Parts Direct Ship Program. Please note the heater serial no. is required on the claim. Return take-off parts.

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

Submit for warranty using Quick Claim 05KW1. The quick claim allows for .5 hrs to R&R the heater burner tube. The heater serial number needs to be entered in the Serial Number field on the claim and parts are to be returned. After submitting your Quick Claim and the claim comes back to you in "DP" status, please enter the heater serial number in the Serial Number field, as well as the parts ship date in the Parts Ship Date field.

Quick Claim 05KW1 will automatically populate your claim with the following data:

Failure Location: 001 A/C & Heating 002 Heating & Vent 019 Heater Core
Failure Type: 705 Safety Recall Work Accomplished Code: 35 R&R w/new
Responsibility Cd: 05 Vendor Vendor Code: 05KW1

Failed Brand: Webasto Model: DBW 2010 Serial No. _____

Parts

USA only:

Order using Direct Ship PO#: DSP83327
DSP DOE Ordering Code: WTS
Order Part No. 26553A

Contact:
Phone: 810-245-2429, Customer Service Order Desk
1-800-HEATER1 (432-8371)
Fax: 810-664-9044

CANADA only:

Order using Direct Ship PO#: VD-S92002

Order Part No. 26553A

Contact:

Phone: 810-593-6000, Customer Service Order Desk

Fax: 888-722-3349

Shipping

Parts are to be returned to Webasto using UPS # 19E369.

Print RGA 05-0118 on the outside of the box to ensure delivery to the correct location.

Include a copy of the claim in the box.

Attachments



Q5KWM US Customer
Letter
