

Federal Recall Information

14KWF

Supplier

Eaton

Description

Recall 14KWF – Eaton Hybrid Transmission Unexpected Acceleration

Release Date

3/10/2014

Introduction

Kenworth has decided that a defect which relates to motor vehicle safety exists in certain T370 vehicles built between August 5, 2013 and October 30, 2013 and equipped with Eaton hybrid automatic transmissions. A total of 22 US chassis and 0 Canadian chassis are involved in this recall. The chassis list and a copy of the customer letter are attached. DWWC and SIR indicate chassis involved in this recall with the designator of "**14KWF**".

Situation

The software controlling the affected transmissions in some cases may improperly raise the vehicle's engine speed during downshifts without the driver's input. The increase in engine speed may result in unintended acceleration, increasing the risk of a crash.

Eaton Hybrid Transmission Models Impacted:

- EH-6E706B-CD/P
 - EH-8FA0706A-T/P/CDG/PSB/CD/CDR
 - EH-8FA0806A-UP/ UPG/ CDG
 - EH-6FL0706B-CD/PSB
 - EH-6FL0806B-UPG
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Resolution

Install updated Medium Duty Hybrid Transmission software. This update must include Hybrid Control Module Software (5500689), see procedures.

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

DWVC and SIR will indicate chassis involved in this recall with the designator of "**14KWF**" in the campaign field.

Claim Details

| For Field... | Enter... |
|------------------|--|
| Failure Location | 27-038-001 |
| Failure Type | 705 – Safety Recall |
| Claim Type | C |
| Campaign Number | 14KWF |
| Labor | SRT 027-XXX @ 1.0 hours Add or Replace |

Labor

Kenworth will reimburse the dealer for 1.0 hours of labor to update transmission control software. Use Quick Claim 14KWF

Procedure

Install updated software 5500689 to Hybrid Control Module with the Eaton ServiceRanger Tool. For updated software information see the Eaton Service Bulletin.

[Eaton Service Bulletin](#)

Attachments

 [Dealer\Chassis List](#)

 [Customer Letter](#)

Authored by: JS