



A PACCAR COMPANY

Kenworth Truck Company
P.O. Box 1000
Kirkland, Washington 98083-1000
(425) 828-5000

February 2, 2018

IMPORTANT SAFETY RECALL

Subject: Safety Recall 17KWF – Eaton Endurant and PACCAR Transmission Neutral Start Issue
NHTSA Recall 17V840
This notice applies to your vehicle; [REDACTED]



Dear Kenworth Customer,

This notice is sent to you in accordance with 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 Model Year 2017, 2018, and 2019 T680 and T880 vehicles manufactured from 12/6/2016 through 01/08/2018 with either an Eaton Endurant or a PACCAR Transmission. These vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 571.102; Transmission shift position sequence, starter interlock, and transmission braking effect.

The vehicle may move without warning if the engine is started with the transmission shift lever in gear (Drive or Reverse) without the parking brake or service brake applied. Unexpected movement could result in a crash or injury.

The problem is...	The transmission software may allow the engine to start while the transmission is in drive or reverse mode.
What your dealer will do...	Dealers will update the Transmission Control Module (TCM) software.
What you must do ...	Contact your Kenworth Dealer to schedule an appointment for repair

Kenworth has initiated a recall to update the TCM software. This repair should take approximately **1.0 hour** depending on vehicle configuration, and will be performed at no charge to you. Please contact your nearest Kenworth dealer immediately to schedule an appointment for this repair. To find your nearest Kenworth dealer, please visit Dealer Locator at www.Kenworth.com. 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.

If you require further information about this campaign, reimbursement of a pre-notification remedy associated with this campaign or experience any difficulty in making arrangements for this repair, please contact:

Email: Kenworth.Customer.Service@paccar.com with the recall number in the subject line.
OR
Mail: Kenworth Truck Company, P.O. Box 1000, Kirkland, WA 98083-1000, Attn: Customer Service Department
OR
Phone: 425-828-5000

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, 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,

Shondip Chakravarty
Director of Customer Service
Kenworth Truck Company