



A **PACCAR** COMPANY

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



2397

November 30, 2018

IMPORTANT SAFETY RECALL

Subject: Safety Recall 18KWE - ISX15 Check Engine Lamp and Stop Engine Lamp Will Not Work As Intended
NHTSA Recall number 18V555
EXPIRATION DATE: NONE
This notice applies to your vehicle; VIN: [REDACTED]



Dear Kenworth Customer,

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

This letter is a follow up to the Interim Notification letter you may have recently received. Repair parts are now available. Please contact your Kenworth dealer to schedule a repair.

Kenworth Truck Company has decided that a defect which relates to motor vehicle safety exists in certain Model Year 2016-2019 C500, T660, T800, and W900 chassis with ISX15 engines, manufactured from 07/23/2015 through 08/17/2018. In certain trucks with an ISX15 engine, the engine wiring harness is missing circuits to allow the illumination of Check (CEL) and Stop (SEL) Engine Lamps and sounding of the Stop Engine Alarm. Failure to notify the operator of a serious engine system problem may result in engine failure without warning, potentially impacting vehicle control and increasing the risk of a crash.

<i>The problem is...</i>	Check and Stop Engine Lamp/Alarm will not work as intended
<i>What your dealer will do...</i>	Dealers will install a wiring harness
<i>What you must do ...</i>	Contact your Kenworth Dealer to schedule an appointment for repair

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. This repair may take up to **1.0 hour** of labor depending on vehicle configuration and dealer scheduling. This repair will be performed at no charge to you.

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 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.Customer.Service@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. In your message, provide a call back number, the VIN, and the Safety Recall number

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