



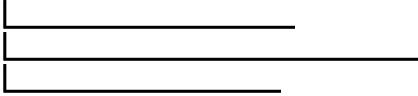
A **PACCAR** COMPANY

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

August 8, 2019

IMPORTANT SAFETY RECALL Remedy Now Available

Subject: Safety Recall 18KWH - Eaton UltraShift Plus/ Fuller Advantage Automated Transmissions Clutch Release
NHTSA Recall number 18V931
NHTSA Recall number 18E-102 for Eaton
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.



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Kenworth Truck Company has decided that a defect, which relates to motor vehicle safety, exists in certain model year 2018-2019 C500, T270, T370, T440/470, T660, T680, T800, T880, and W900 vehicles manufactured from 04/05/2017 through 06/20/2018 equipped with the Eaton UltraShift Plus or Fuller Advantage Automated transmissions. The transmission could remain in gear and may overcome the park brake, allowing the vehicle to move unexpectedly. The effect may not be experienced immediately. Instead, drivers of affected vehicles may experience a lag during which the vehicle remains stationary, followed by unexpected vehicle movement, increasing the risk of crash or injury.

<i>The problem is...</i>	Affected clutches may not fully release, such that an automated transmission could remain in gear and over time may overcome the park brake, allowing the vehicle to move unexpectedly.
<i>What your dealer will do...</i>	Replace the clutch assembly.
<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 **7.0 hours** 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 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 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,

Gordon Clark
Director of After Sales
Kenworth Truck Company

Scan this QR code to open the Kenworth Dealer Locator.

