



A **PACCAR** COMPANY

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

April 15, 2019

IMPORTANT SAFETY RECALL

Subject: Safety Recall 19KWA - Rear Axle May Not Contain Oil
NHTSA Recall number 19V176
EXPIRATION DATE: NONE
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 2020 T680, T800, T880, W900 and W990 vehicles manufactured from 02/04/2019 through 02/07/2019. Rear axles may not have been filled with oil during manufacturing. The absence of lubricating oil may result in accelerated bearing, hub and axle shaft wear. This wear may result in the separation of a wheel end (hub, wheel, tires) from the axle increasing the risk of a crash and injury.

<i>The problem is...</i>	The rear axle may not contain oil.
<i>What your dealer will do...</i>	Dealers will inspect the rear axle oil level and repair as needed.
<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** for of labor to complete the inspection depending on vehicle configuration and dealer scheduling. Additional time will be required if a repair is needed. 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,

Shondip Chakravarty
Director of Customer Service
Kenworth Truck Company