



A **PACCAR** COMPANY

**Kenworth Truck Company**  
P.O. Box 1000  
Kirkland, Washington 98083-1000  
(425) 828-5000  
(425) 828-5888

May 6, 2020

## **IMPORTANT SAFETY RECALL**

**Subject:** Safety Recall 20KWA - T370 with Primaax Rear Suspension and Type 2 Wheelbase manufactured without second R12 relay valve  
NHTSA Recall number 20V086  
EXPIRATION DATE: NONE  
*This notice applies to your VIN; [REDACTED]*

Scan this QR code to open the Kenworth Dealer Locator.



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 2018-2020 T370 vehicles manufactured from 09/17/2017 through 10/08/2019. Vehicles with a Primaax rear suspension may have been manufactured without a second R12 relay valve. This may cause the vehicle to exceed brake timing performance requirements. This results in the vehicle exceeding the allowable actuation time defined in FMVSS 121 S5.3.3. Increased brake activation timing may lengthen vehicle stopping distance, increasing the risk of a crash.

<b><i>The problem is...</i></b>	<b>A second relay valve may not have been installed.</b>
<b><i>What your dealer will do...</i></b>	<b>Dealers will install the second relay valve if it is not already installed.</b>
<b><i>What you must do ...</i></b>	<b>Contact your Kenworth Dealer to schedule an appointment for repair</b>

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](http://www.Kenworth.com) or scan the QR code. This repair may take up to 3.0 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](mailto: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,

Annick Hollingsworth  
Director of Service Platforms  
Kenworth Truck Company