



000001



A **PACCAR** COMPANY

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

May 20, 2020

IMPORTANT SAFETY RECALL

Subject: **Safety Recall 18KWD / 20KWB – Tractor Anti-Lock Brake System (ABS) Lamp Issue**
NHTSA Recall number 18V368 / 20V199
This notice applies to your vehicle; [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 determined that certain model year 2007 through 2019 C500, T440/T470, T600, T660, T680, T800, T880, and W900 vehicles manufactured during 01/24/2007 through 01/31/2018 fail to conform to Federal Motor Vehicle Safety Standard (“FMVSS”) No. 121 - Air brake systems, and FMVSS No.136 - Electronic Stability Control Systems on Heavy Vehicles. The Tractor ABS lamp may not illuminate when the vehicle experiences a loss of battery and/or ignition power to the ABS controller. Unknowingly operating a vehicle with an inoperative ABS system could lead to an increased risk of an accident or injury.

If you own a fleet, your vehicles could be on either recall number. Your Kenworth dealer will advise the applicable recall number for each vehicle.

The problem is...	The Tractor ABS Lamp may not illuminate when vehicle experiences a loss of battery and/or ignition power to the ABS controller.
What your dealer will do...	Update the vehicle software to correct the condition.
What you must do ...	Contact your Kenworth Dealer to schedule an appointment for repair

Kenworth has initiated a recall to update the vehicle software. Please contact your Kenworth dealer immediately to schedule an appointment for this repair. To find your nearest Kenworth dealer, please scan the QR code in the upper right corner of this letter or visit Dealer Locator at www.Kenworth.com. This repair should take approximately **1.0** hour and 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 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 noncompliance 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 you advising us of the new owner’s name.

We appreciate your cooperation in this matter.

Thank you,

Annick Hollingsworth
Director of Service Platforms
Kenworth Truck Company