



U.S. Department of Transportation
**National Highway Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

July 30, 2021

Ms. Pamela Tonglao
Counsel
PACCAR Incorporated
777 106th Ave NE
Bellevue, WA 98004

NEF-107MR
21V-546

Subject: Windshield Defrost Failure

Dear Ms. Tonglao:

This letter serves to acknowledge PACCAR Incorporated's notification to the National Highway Traffic Safety Administration (NHTSA) of a safety recall which will be conducted pursuant to Federal law for the product(s) listed below. Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

KENWORTH/T680/2022
KENWORTH/T880/2022
KENWORTH/W900/2022

Mfr's Report Date: July 20, 2021

NHTSA Campaign Number: 21V-546

Components:

VISIBILITY:DEFROSTER/DEFOGGER/HVAC SYSTEM

Potential Number of Units Affected: 1,441

Problem Description:

PACCAR Incorporated (PACCAR) is recalling certain 2022 Kenworth T680, T880, and W990 vehicles. The HVAC controls may have insufficient soldering between the potentiometer(s) and the PCBA board, resulting in windshield defrost failure.

Consequence:

Inoperative windshield defrost may reduce driver visibility, increasing the risk of a crash.

Remedy:

Dealers will replace HVAC control head, free of charge. Owner notification letters are expected to be mailed on September 18, 2021. Owners may contact PACCAR's customer service at 1-425-828-5888 (Kenworth). PACCAR's number for this recall is 21KWE.

Notes:

Owners may also contact the National Highway Traffic Safety Administration Vehicle Safety Hotline at 1-888-327-4236 (TTY 1-800-424-9153), or go to www.nhtsa.gov.

Please ensure the following requirements are met:

Your company's program shall include a plan for reimbursing an owner or purchaser who incurred costs to obtain a remedy for the problem addressed by the recall within a reasonable time in advance of your company's notification of owners, purchasers and dealers, in accordance with § 573.13. Your company's plan may incorporate by reference a general reimbursement plan it previously submitted to NHTSA, together with information specific to the individual recall. Information required by § 573.13 that is not in a general reimbursement plan shall be submitted in your company's report to NHTSA. If your company submits one or more general reimbursement plans, your company shall update each plan every two years (§ 573.13). If the vehicles are new and would be covered under the manufacturer's warranty program, please state that in the remedy section of your filing.

AMENDED 573 REQUIRED.

Please be reminded of the following requirements:

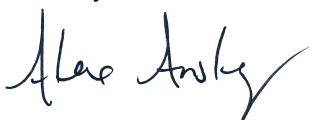
You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

Please be reminded that under 49 U.S.C. § 30112(a)(3), it is illegal for a manufacturer, to sell, offer for sale, import, or introduce or deliver into interstate commerce, a motor vehicle or item of motor vehicle equipment that contains a safety defect once the manufacturer has notified NHTSA about that safety defect. This prohibition does not apply once the motor vehicle or motor vehicle equipment has been remedied according to the manufacturer's instructions.

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on, or before, 30 days after the close of the calendar quarter.

PACCAR Incorporated's contact for this recall will be Michelle Rice who may be reached by email at michelle.rice@dot.gov. We look forward to working with you.

Sincerely,



Alex Ansley
Chief, Recall Management Division
Office of Defects Investigation
Enforcement