

# Safety Recall 21KWE: T680, T880, and W990 HVAC Control Head Not Functional

 [Edit](#)  [Clone](#)

## Number

21KWE / 21V546 / 2021-686

## Supplier

Mahle

## Description

Recall 21KWE: HVAC Control Head Not Functional

## Date

8/17/2021

## What's New

Safety Recall – Certain Mahle HVAC control heads may have a soldering defect which may result in inoperative HVAC controls. Inoperative HVAC defrost may reduce driver visibility, increasing the risk of a crash. The HVAC control head will be inspected, and if identified as an affected module, replaced to resolve the issue. Parts for this recall are available except for PN F21-1028-13B1. Dealers that have not already ordered inspection tools must do so now to be ready to perform this recall. Customer letters will be mailed in mid-June 2022.

## Introduction

Kenworth Truck Company has determined that a defect, which relates to motor vehicle safety, exists in certain Model Year 2022 T680, T880, and W990 chassis. Certain Mahle HVAC control heads may have a soldering defect which may result in inoperative HVAC controls.

## Situation

7,498 (6,916 U.S. and 582 Canada) T680, T880, and W990 chassis built from 03/23/2021 through 06/02/2021 built with suspect HVAC control heads.

## Resolution

### Safety Recall

Service all affected chassis that enter your dealership, even if the customer has no issue with the chassis.

1. Review the attached chassis list for your dealer code and schedule your customer(s) for service if their chassis is on the list and the inventory status column shows "Available" for that chassis.

- Chassis that use PN F21-1028-13B1 do not have parts available at this time and will not be flagged with 21KWE in SIR.
  - These chassis may have been previously diagnosed with a failed HVAC control head.
  - Refer to the parts section of this bulletin for instructions on how to submit backorder numbers to PPD for analysis.

2. If you are not using Service Management to start repair orders, review SIR for "Complete" or "In Process" next to the "21KWE" campaign code prior to performing this repair.

Customer Notification Letters will be mailed in Mid-June 2022 for this recall.

3. Follow the procedures below to inspect the HVAC control head.

## Federal Law

---

It is a violation of Federal law for a dealer to sell or lease new vehicles covered by this recall until the defect or noncompliance has been corrected.

## Warranty

---

There is no time or mileage limit for this recall. Kenworth will pay for parts at dealer net plus applicable mark-up and labor:

- 0.3 hours labor to inspect the HVAC control head when replacement is not necessary. The photo of the date code must be included with the claim. Use Quick Claim Code 21KWEA.
- 0.4 hours labor to inspect and replace the HVAC control head when necessary, confirm/update the software, and perform a function check. The photo of the date code must be included with the claim. Use Quick Claim Code 21KWEB.
- File the claim within 14 days in accordance with Warranty Policy [CA009](#).

**Take-Off Parts Disposition:** Ship take-off parts to supplier per ship code **14105AD**.

PRWS CLAIM CODING			
Campaign Code:	21KWE	Campaign Type	Safety Recall
Claim Category:	Truck	Repair Type	Proactive
Customer Concern Code	022	Causal Code	A1
Corrective Action Code	12	Responsibility Code:	CampSupp
Failure Location	001-001-261	Causal Part	Select the appropriate part number  F21-1028-23B1  F21-1028-13B2  F21-1028-23B2  F21-1047-10012
Supplier Code	14105AD	SRT Code	<b>B21-KWE</b> 0.3 hrs HVAC Control Module Date code Inspection only (no Repair action)  <b>B01-001</b> 0.4 hrs HVAC Control Module- CVMUX / VMUX

			Inspection and replacement per bulletin procedure.
--	--	--	--

## Procedure

---

**Please follow your dealership's safety procedures and precautions to ensure the vehicle can be safely repaired and maintained.**

The microscope referenced in the parts section is required to be able to see and photograph the date code of the LED.

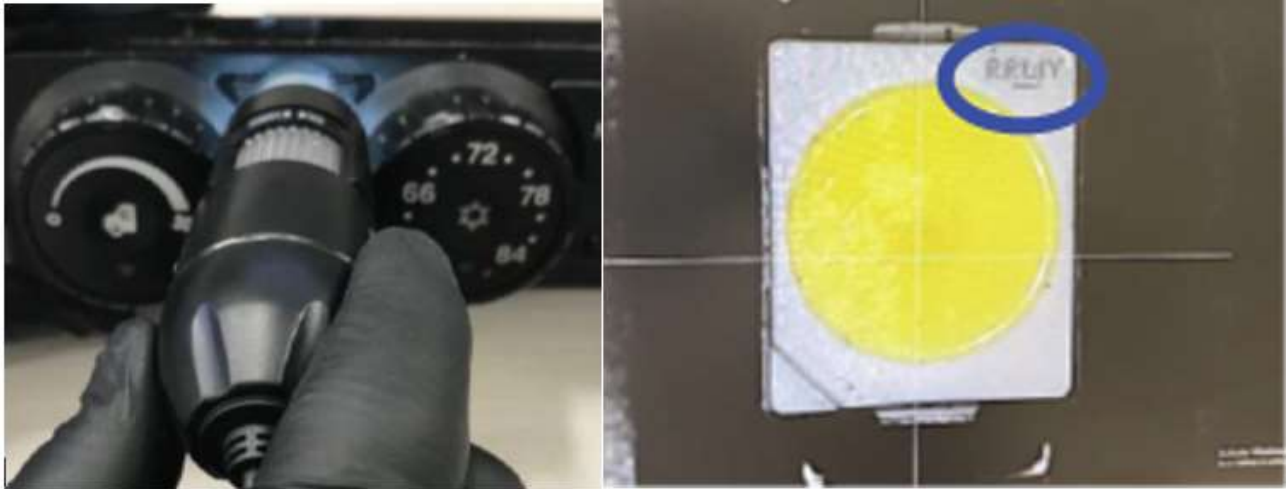
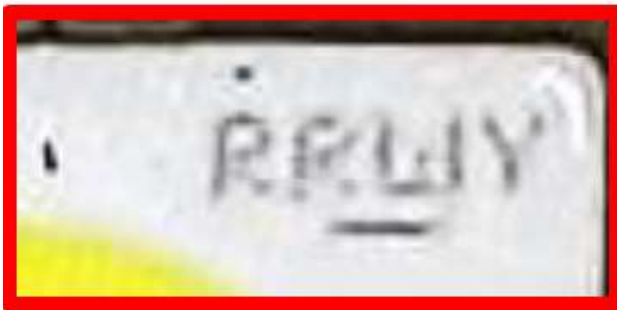
1. Using the non-marring tool, remove the cover from the AUTO button cap.
  - The control head does NOT need to be removed from the dash for inspection.
  - **DO NOT** damage or discard the button cap during inspection.



IMAGE

2. Inspect the LED date code with the microscope. Capture an in-focus image of the LED date code.
  - Hold the microscope as close as possible to the button opening.
  - Adjust the focus and brightness to obtain a clear picture of the date code at the corner of the LED module on the circuit board.

## IMAGE

**REPLACE HEAD UNIT****OK – NO ACTION NEEDED**

- If the LED date code is RRWY, replace HVAC control head and continue with this procedure.
- If the LED date code is anything else, reinstall the AUTO button cap and press the button 5 times to confirm operation. No additional action is required.
- Rename the image file with the chassis number and submit the image with the warranty claim.

**NOTE**

Software updates are for replacement modules ONLY.

## 3. Confirm the replacement HVAC module software is up-to-date:

- CVMUX Chassis
  - 1. Ensure ESA is up-to-date. Refer to [TIB 03-064](#) for ESA Best Practices.
  - Connect ESA and ensure the HVAC module software is up-to-date.
- VMUX Chassis
  - Ensure DAVIE4 is up-to-date.
  - Confirm the HVAC module software is up-to-date.

## 4. Confirm HVAC system functionality.

- Fan speed changes as expected
- Temperature changes as expected
- Air comes from appropriate locations
- Bunk override works correctly

## Parts

Parts are available from PACCAR Parts.

Consult the attached chassis list for the appropriate part number and availability for each chassis.

Quantity	Part Number	Description
1	F21-1028-13B1	HVAC Control Head (LIMITED AVAILABILITY)
1	F21-1028-23B1	HVAC Control Head
1	F21-1028-13B2	HVAC Control Head
1	F21-1028-23B2	HVAC Control Head
1	F21-1047-10012	HVAC Control Head

Currently, PN F21-1028-13B1 has limited availability.

- If you have already placed an order for this part: DO NOT re-order this part.
- If you have not already placed an order for this part for vehicles that you normally service on this chassis list: create a new order.
  - New orders need to be input as EM orders.
  - Enter a chassis number for each part requested in the Special Instructions field.
  - NEW orders for this part will be placed in backorder status until parts are available.

Dealers with this part already on backorder MUST do the following:

- Confirm the **chassis number**, order number, and failure mode for each backorder
- Fill out [THIS FORM](#) for each chassis with F21-1028-13B1 backordered
- **The form must be filled out before 06/01/2022**
- Available parts will be released with priority given to trucks with safety failures (Defrost operation) AND current backorders.

This data will help facilitate the release of the remaining chassis on this safety recall.

After initial backorders have been filled, additional chassis will be added to SIR based on expected parts availability.

Customer Notification Letters will be mailed in Mid-June 2022 for this recall.

Order Microscope and non-marring tool from Mahle.

Until 08/25/2022, dealers can order one microscope and non-marring tool at no charge from Mahle. To order, send an email to [toolrequest.mx@bhtc.com](mailto:toolrequest.mx@bhtc.com). The email must include:

- Dealer Code
- Dealer contact Person
- Dealer contact e-mail
- Dealer Contact Phone Number
- Shipping Address

Lead time from request to dealer receipt of tools is approximately **3 weeks**.

Dealers should receive an order confirmation e-mail within 3 business days.

If a dealer has requested tools but has not received the order confirmation within 3 business days or received the tools within 3 weeks, contact BHTC at [mx\\_sm\\_toolrequest.mx@bhtc.com](mailto:mx_sm_toolrequest.mx@bhtc.com)

## Links

---

[Chassis List Phase 1](#)

[Interim US Customer Letter](#)

[Interim Canada Customer Letter](#)

---

Authored by: JB3

## Revision History

---

5/25/2022: Updated bulletin with Phase 1 release of available parts and procedures for unavailable parts.

05/17/2022: Bulletin revised with mid to late May timing for repair procedure

02/25/2022: Bulletin revised with instruction for dealers to order tools required for recall inspection.

12/14/2021: Additional chassis added.

11/16/2021: Canadian Safety Recall number has been changed from 2021-444 to 2021-686.

09/16/2021: Additional chassis added.