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

Bulletin updated – A microscope and non-marring tool must be ordered from Mahle to perform the inspection portion of the safety recall procedure. Dealers must order the tools as soon as possible so they can be available when this bulletin is updated with repair information in early March.

Introduction

Kenworth Truck Company has determined that a defect, which relates to motor vehicle safety, exists in certain model T680, T880, and W990 chassis manufactured between March 23, 2021, and June 2, 2021.

Situation

7,498 (6,915 U.S. and 583 Canada) T680, T880, and W990 chassis built from 03/23/2021 through 06/02/2021 built with suspect HVAC control heads.

Resolution

Safety Recall

Order the tools from Mahle as directed in the Parts section. These tools are required to perform the inspection portion of the repair procedure. The bulletin will be updated in early March with the repair procedure.

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

Order Microscope and non-marring tool from Mahle

These tools are required to perform the inspection that will be part of this recall. Mahle will provide the first set of tools to each dealer at no charge.
For 6-months from the date of publishing, dealers can order one microscope and non-marring tool at no charge from Mahle. To order, send an email to toolrequest.mx@bhtc.com. The email must include:

- Dealer contact person
- Dealer contact phone number
- Shipping address

Links

Chassis List

Revision History

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.