



A **PACCAR** COMPANY

Customer Service Department  
Kenworth Truck Company  
P.O. Box 1000  
Kirkland, Washington 98083-1000  
(425) 825-5888

**IMPORTANT SAFETY RECALL INFORMATION**



U.S. Department of  
Transportation

Issued in Accordance  
With Federal Law



First Class Mail  
US Postage  
PAID  
Seattle, WA  
Permit No. 2389

# IMPORTANT SAFETY RECALL



1

**RECALL NOTICE**

Subject: Safety Recall 21KWH – LNG/CNG Methane Detection System Will Not Warn Operator if System Loses Power

November 30, 2022

## **IMPORTANT SAFETY RECALL**

This notice applies to your vehicle; VIN: [REDACTED]

**This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.**

Subject: Safety Recall 21KWH – LNG/CNG Methane Detection System Will Not Warn Operator if System Loses Power  
NHTSA Recall number 21V00N

Scan this QR code to open the Kenworth Dealer Locator.



Dear Kenworth Customer,

Kenworth Truck Company has decided that a defect which relates to motor vehicle safety exists in certain model year 2016-2022 T270, T280, T440/T470, T680, and T880 chassis built from 02/17/2015 through 05/21/2021 equipped with LNG or CNG engines and a methane detection system.

The methane detection system may not function as designed and the driver may not be alerted if the methane detection system loses power. The driver could be unaware of an issue with the methane detection system, or excessive methane present, increasing the risk of a fire, crash and/or personal injury.

Kenworth has initiated a recall to remedy the defect. Parts and repair procedures are available. Please contact your Kenworth dealer. To find your Kenworth dealer, please visit Dealer Locator at [www.Kenworth.com](http://www.Kenworth.com).

Dealers will rework the wiring for the Methane Detection System to provide warning in the event of a power loss. This repair may take up to **3.0 hours** depending on vehicle configuration and dealer scheduling. This repair will be performed at no charge to you.

<b><i>The problem is...</i></b>	<b>The driver may not be alerted by warning lamp and buzzer if the methane detection system loses power.</b>
<b><i>What your dealer will do...</i></b>	<b>Dealers will rework the wiring to allow the methane detection system to function as designed.</b>
<b><i>What you must do ...</i></b>	<b>Contact your Kenworth Dealer to schedule an appointment for repair.</b>

If you had this inspection and/or 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. Please contact your Kenworth dealer for more information.

If you require further information about this recall, 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 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

You may submit a complaint to the 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>, if you believe that the manufacturer or dealer failed or was unable to remedy the defect without charge within a reasonable time following the earliest date upon which replacement parts and procedures become available.

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