



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



PRESORTED  
FIRST-CLASS MAIL  
US POSTAGE  
PAID  
SEATTLE, WA  
PERMIT NO. 2389

# IMPORTANT SAFETY RECALL Interim Notification



1

**RECALL NOTICE**

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

June 14, 2022

Subject: Safety Recall 21KWE – T680, T880, and W990 HVAC Control Head Not Functional  
NHTSA Recall No. 21V546  
EXPIRATION DATE: NONE  
This notice applies to your vehicle; VIN: \_\_\_\_\_

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 decided that a defect, which relates to motor vehicle safety, exists in certain Model Year 2022 T680, T880, and W990 vehicles manufactured from 03/23/2021 through 06/02/2021. The air conditioning control head may have insufficient soldering, potentially resulting in inoperative climate controls, including defrost. Inoperative defrost may reduce driver visibility, increasing the risk of a crash.

Parts are available, except for day cab trucks without bunk override. If you have trucks with this configuration, you will receive another letter when parts are available.

<b>The problem is...</b>	<b>Defrost may not function.</b>
<b>What your dealer will do...</b>	<b>Dealers will inspect and may replace the HVAC Control Head</b>
<b>What you must do ...</b>	<b>Contact your Kenworth Dealer to schedule an appointment for repair</b>

Kenworth has initiated a recall to remedy the defect. Please contact your Kenworth dealer. To find your Kenworth dealer, please visit Dealer Locator at [www.Kenworth.com](http://www.Kenworth.com). This repair may take up to **1.0 hour** of labor depending on vehicle configuration and dealer scheduling. This repair will be performed at no charge to you.

If you had this repair performed before you received this letter, you might be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy for the problem associated with this campaign. Receipts for labor are required for consideration of reimbursement. Please contact your Kenworth dealer for reimbursement information.

If you require further information about this campaign 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](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

If you conclude that Kenworth Truck Company has not enabled you to remedy this defect 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 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