



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



**IMPORTANT SAFETY RECALL**  
**Interim Notification**

**AVIS DE RAPPEL IMPORTANT**  
**Notification provisoire**



Recall Notice: Safety Recall 21KWG T800 and W990 Work Brake Functionality



January 3, 2022

Subject: Safety Recall 21KWG – T800 and W990 Work Brake Functionality  
NHTSA Recall number 21V906  
EXPIRATION DATE: NONE  
*The VINs are listed on the back of this letter*

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 T880 and W990 vehicles built from 08/22/2018 through 11/03/2021 and equipped with a work brake (winch brake) and intended service as a wrecker or auto hauler. The work brake may unintentionally disengage during winching operations, releasing the service brakes and causing unintended vehicle movement, increasing the risk of a crash or injury. Kenworth has initiated a recall to remedy the defect free of charge. Please contact your Kenworth dealer. To find your Kenworth dealer, please visit Dealer Locator at [www.Kenworth.com](http://www.Kenworth.com). This repair should take up to **1.0 hour** labor depending on vehicle configuration. Receipts for parts and/or labor are required for consideration of reimbursement. This repair will be performed at no charge to you.

<b><i>The problem is...</i></b>	<b>The work brake, also known as winch brake, may unintentionally disengage during winching operations, releasing the service brakes.</b>
<b><i>What your dealer will do...</i></b>	<b>Dealers will install a software update.</b>
<b><i>What you must do ...</i></b>	<b>Contact your Kenworth Dealer to schedule an appointment for repair</b>

If you require further information about this campaign, 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, 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

For additional information about the recall, you can contact Transport Canada at 1-800-333-0510.

Federal regulation requires that any vehicle lessor receiving this campaign 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