

Part 573 Safety Recall Report

24V-190

Manufacturer Name : PACCAR Incorporated

Submission Date : MAR 22, 2024

NHTSA Recall No. : 24V-190

Manufacturer Recall No. : 24PBE/24KWE



Manufacturer Information :

Manufacturer Name : PACCAR Incorporated

Address : 777 106TH AVENUE NORTHEAST
BELLEVUE WA 98004

Company phone : 940 591 4220

Population :

Number of potentially involved : 70,509

Estimated percentage with defect : 4 %

Vehicle Information :

Vehicle 1 : 2021-2025 Kenworth T180, T280, T380, T480, T680, T880, W990

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : ALL

Power Train : DIESEL

Descriptive Information : Trucks built with RH Shift Stalk part numbers Q21-6155-000, Q21-6164-000 and Q21-6165-000 and their released dash variations built during the production dates that have not previously had warranty claims regarding the RH Shift Stalk.

Production Dates : NOV 09, 2020 - JAN 31, 2024

VIN Range 1 : Begin : NR

End : NR

☐ Not sequential

Vehicle 2 : 2021-2024 Peterbilt 365, 367, 389, 535, 536, 537, 548, 567, 579

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : ALL

Power Train : DIESEL

Descriptive Information : Trucks built with RH Shift Stalk part numbers Q21-6155-000, Q21-6164-000 and Q21-6165-000 and their released dash variations built during the production dates that have not previously had warranty claims regarding the RH Shift Stalk.

Production Dates : NOV 09, 2020 - JAN 31, 2024

VIN Range 1 : Begin : NR

End : NR

☐ Not sequential

Description of Defect :

Description of the Defect : The RH Shift Stalk may have an improper wire harness terminal crimp within the wire harness connectors.

FMVSS 1 : NR

FMVSS 2 : NR

Description of the Safety Risk : Loss of communication between the RH Shift Stalk and the transmission may

Description of the Safety Risk : result in the vehicle becoming disabled after it comes to a stop there by increasing the risk of crash or injury.

Description of the Cause : The RH Shift Stalk internal and external electrical connectors may not have been properly crimped during the manufacturing process there by creating a loss of electrical signal communication.

Identification of Any Warning that can Occur : A transmission fault will appear on the dash display when communication is lost.

Involved Components :

Component Name 1 : Control-RH Stalk Shifter, Assy

Component Description : Transmission shift control

Component Part Number : Q21-6155-000, Q21-6164-000 and Q21-6165-000 along with their specific dash variations

Supplier Identification :

Component Manufacturer

Name : Kongsberg Automotive

Address : 27275 Haggerty Road
Novi Michigan 48377

Country : United States

Chronology :

8/8/2023 – Received VOQ from NHTSA in Quarterly meeting agenda

8/14/2023 – Engineering review initiated

9/6/2023 – Engineering review of extracted data

10/10/2023 – Engineering communication with suppliers on controls

11/13/2023 – Joint Safety Committee reviewed RH Shift Stalk topic

11/16/2023 – Update given during NHTSA Quarterly meeting

12/6/2023 – Updated review on controls and warranty

- 1/10/2024 – Engineering review of latest warranty data
- 2/21/2024 – Engineering meeting with Safety & Compliance
- 2/23/2024 – Engineering follow up meeting with Safety & Compliance
- 3/2/2024 – Joint Safety Committee meeting determined a recall would be initiated
- 3/6/2024 – Update given during NHTSA Quarterly meeting
- 3/8/2024 – Filed recall with NHTSA and Transport Canada
- As of 3/8/2024, PACCAR received 11,395 warranty claims and 56 reports about trucks in the field that are related between 1/24/2021 and 3/3/2024. No reports of deaths or injuries have been received.
- 3/20/2024 - Amend recall population to take out non-US trucks and scrapped trucks
- 3/22/2024 – Amended population removing manual transmission RH Shift Stalks

Description of Remedy :

Description of Remedy Program :	PACCAR will notify owners, and dealers will inspect the vehicle and replace the RH Shift Stalk Assembly if needed free of charge. Owners who incurred costs to obtain a remedy for the problem addressed in the recall in advance of receiving notification may seek reimbursement through the process outlined in the general reimbursement plan on file.
How Remedy Component Differs from Recalled Component :	The remedy component will have properly crimped wires in its mating connectors.
Identify How/When Recall Condition was Corrected in Production :	The remedy was introduced into production after the supplier corrected their manufacturing process in August 2022.

Recall Schedule :

Description of Recall Schedule :	Notifications will be sent within 60 days.
Planned Dealer Notification Date :	MAY 07, 2024 - MAY 07, 2024
Planned Owner Notification Date :	MAY 07, 2024 - MAY 07, 2024

* NR - Not Reported