



A **PACCAR** COMPANY

Customer Service Department  
Kenworth Truck Company  
P.O. Box 1000  
Kirkland, Washington 98083-1000

**IMPORTANT SAFETY RECALL INFORMATION**



Issued in Accordance  
With Federal Law



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PERMIT NO. 2389

# IMPORTANT SAFETY RECALL



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**RECALL NOTICE**

Subject: Safety Recall 24KWA: T180/T280/T380/T480 Mekra Lang Cab Mirror Lock Ring  
NHTSA Recall number 24V017

March 8, 2024

## IMPORTANT SAFETY RECALL

This notice applies to your vehicle: VIN: XXXXXXXXXX

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

Subject: Safety Recall 24KWA: T180/T280/T380/T480 Mekra Lang Cab Mirror Lock Ring  
NHTSA Recall number 24V017



Dear Kenworth Customer,

Kenworth Truck Company has determined that a defect, which relates to motor vehicle safety, exists in certain Model Year 2022-2024 T180/T280 /T380/T480 chassis built from 07/28/2021 through 07/27/2023.

Certain T180/T280/T380/T480 chassis may have cab mirror glass lock rings that are not fully seated. This could result in loss of mirror glass without prior warning, which may reduce rear visibility and increase the risk of injury or crash. If mirror glass is lost, the vehicle will fail to conform to Federal Motor Vehicle Safety Standard No. 111 ( "Rear Visibility"). Kenworth has initiated a recall to remedy the defect in cooperation with Mekra Lang North America. Mirror lock rings will be inspected and reseated if necessary.

Contact your Kenworth dealer to schedule repairs. The repair will take approximately **1.0** hour depending on vehicle configuration and dealer scheduling. This repair will be performed at no charge to you. To find your Kenworth dealer, please visit the dealer locator at [www.Kenworth.com](http://www.Kenworth.com) or scan the QR code above.

<b><i>The problem is...</i></b>	<b>Cab mirror lock rings may not be fully seated</b>
<b><i>What your dealer will do...</i></b>	<b>Dealers will inspect and reseal the mirror lock rings</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, please email the last 8 digits of the VIN and the new owner's name and address to [Kenworth.Campaigns@paccar.com](mailto:Kenworth.Campaigns@paccar.com) so we can update our records.

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