

# 24KWA: T180/T280/T380/T480 Mekra Lang Cab Mirrors Lock Ring

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## Number

24KWA / 24V017 / 2024-015

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## Supplier

Mekra Lang North America

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## Description

T180/T280/T380/T480 Mekra Lang Cab Mirrors Lock Ring

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## Date

1/24/2024

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## What's New

### **Safety Recall**

Certain T180/T280/T380/T480 chassis may have cab mirror glass lock rings not fully seated. This could result in loss of mirror glass, reducing rear visibility and increasing the risk of an accident or injury. Missing mirrors cause non-compliance with FMVSS 111 / CMVSS 111. Mirror glass lock rings must be inspected and, if necessary, resealed.

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## Introduction

Certain T180/T280/T380/T480 chassis may have cab mirror glass lock rings not fully seated. This could result in loss of mirror glass, reducing rear visibility and increasing the risk of an accident or injury. Missing mirrors

cause non-compliance with FMVSS 111 / CMVSS 111. Mirror glass lock rings must be inspected and, if necessary, reseated.

## Situation

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5,582 (5,140 US and 442 Canada) Model Year 2022-2024 T180/T280/T380/T480 chassis built from 07/28/2021 through 7/27/2023.

## Resolution

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### Safety Recall

Service all chassis affected that enter your dealership, even if the customer has no issue with the chassis.

1. Review the attached chassis list for your dealer code and schedule your customer(s) for service if their chassis is on the list.
2. In Service Management, select Campaign **24KWA** to add it to the case. If the unit is released back into service without performing the repair, make sure to also release the Campaign in Service Management.
3. If you are not using Service Management to start repair orders, review SIR for "Complete" or "In Process" next to the **24KWA** campaign code prior to performing this repair.
4. Follow the procedures to inspect and reseal the mirror glass locking rings.

## Federal Law

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It is a violation of Federal law for a dealer to sell or lease new vehicles covered by this recall until the defect or noncompliance has been corrected.

## Warranty

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There is no time or mileage limit for this recall. Kenworth will pay for labor:

- **0.3 hours** labor to inspect and reseal locking rings on cab mirror assemblies (both sides). Use Quick Claim Code **24KWA**.
- Missing mirror glass is not covered by this recall. File **separate claims** for replacement of missing or damaged parts.
- File an additional claim for extraordinary circumstances. A quick claim for standard labor must be filed

first.

- File the claim within 14 days in accordance with Warranty Policy [CA009](#).

Take-Off Parts Disposition: N/A

<b>PRWS CLAIM CODING</b>			
Campaign Code:	24KWA	Campaign Type	Safety Recall
Claim Category:	Truck	Repair Type	Proactive
Customer Concern Code	062	Causal Code	A1
Corrective Action Code	12	Responsibility Code:	CampSupp
Failure Location	002-010-006	Causal Part	R59-6140
Supplier Code	19544AA	SRT Code	<b>B24-02A</b> 0.3 hrs Inspect and reseal mirror glass locking ring (both sides) per bulletin procedure.

## Procedure

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**Please follow your dealership's safety procedures and precautions to ensure the vehicle can be safely**

**repaired and maintained.**

**Read all steps before beginning.**

See attached [Procedures Document](#).

## Parts

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Labor Only – no parts required

## Links

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[Chassis List](#)

[US Customer Letter](#)

[Canada Customer Letter](#)

[Procedures Document](#)

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