

# RECALL NOTICE



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Subject: Safety Recall 24KWE – Right-Hand Shift Stalk Issue

## IMPORTANT SAFETY RECALL Interim Notification

**IMPORTANT SAFETY RECALL INFORMATION**

Issued in Accordance  
With Federal Law  
**NHTSA**  
www.nhtsa.gov



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

A **PACCAR** COMPANY

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

May 7, 2024

# IMPORTANT SAFETY RECALL Interim Notification

This notice applies to your vehicle: VIN: \_\_\_\_\_

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

Subject: Safety Recall 24KWE – Right-Hand Shift Stalk Issue  
NHTSA Recall number 24V190



Dear Kenworth Customer,

Kenworth Truck Company has decided that a defect, which relates to motor vehicle safety, exists in certain Model Year 2021-2025 T180/T280/T380/T480 /T680/T880/W990 vehicles manufactured from 12/07/2020 through 12/23/2022 Right-Hand Shift Stalk (RHS) Part Numbers Q21-6155-000, Q21-6164-000, and Q21-6165-000.

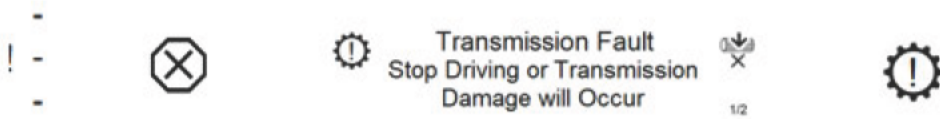
The right-hand shift stalk may have an improper wire harness terminal crimp within the wire harness connector. Loss of communication between the right-hand shift stalk and the transmission may result in the vehicle becoming disabled after it comes to a stop thereby increasing the risk of crash or injury. A transmission fault will appear on the dash display if communication is lost.

The purpose of this letter is to notify you that Kenworth has initiated a recall campaign to remedy the defect. **At this time, replacement parts are not yet available.** You will be notified by mail when parts and procedures become available. You may schedule an appointment with a dealer at that time to obtain the repair at no charge to you.

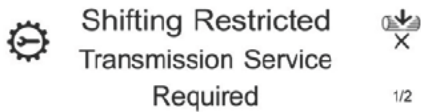
<b>The problem is...</b>	<b>Right-hand shift stalk may have an improper wire harness terminal crimp, which may cause a loss of communication between the shift stalk and transmission and could result in vehicle becoming disabled</b>
<b>What your dealer will do...</b>	<b>When parts are available, your dealer will inspect the right-hand shift stalk and replace the shift stalk if necessary</b>
<b>What you must do ...</b>	<b>There is no action required on your part at this time</b>

**If any of the following warnings appear on your vehicle’s digital display, proceed with caution and immediately find a safe place to pull off the roadway or out of traffic. The shifter may not be able to change gear, for example, from forward to reverse.**

- Red “!” and dashes in bottom, right corner of display or Red “!”, dashes, and red stop sign with “x” in top middle of display.
- Red gear with “!” and red message “Transmission Fault – Stop Driving or Transmission Damage Will Occur” and transmission gear icon in bottom right corner of Tachometer shows a yellow exclamation mark.



**If your vehicle presents a “Shifting Restricted – Transmission Service Required” message on the digital display and will not shift out of Neutral and there is a need to move the truck, try the following:**



1. Turn the Stalk Shifter to the “N” position.
2. Turn the ignition switch off, then on.
3. If shifter connection is restored, truck can be started and driven.
  - a. Immediately find a safe place to pull off roadway.
4. If shifter connection is not restored, proceed to step 5.
5. With ignition off, cycle shifter through all gear positions and then through all engine brake positions.
6. Return shifter to the “N” position.
7. Turn the ignition switch off, then on.
8. If the shifter connection is restored, truck can be started and driven.
  - a. Immediately find a safe place to pull off roadway.

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 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 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 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