



January 15, 2025

Alexander Ansley  
Chief, Recall Management Division  
NHTSA Office of Defects Investigation  
1200 New Jersey Avenue SE  
Washington, DC 20590

RE: 24V-190

Dear Mr. Ansley:

This letter responds to your information request dated October 30<sup>th</sup>, 2024, regarding recall No. 24V-190 (Subject: Improperly Crimped Connectors in Gear Shifter), which PACCAR filed with NHTSA on March 8, 2024.

<b>Information Requested</b>	<b>Please explain how PACCAR has met its obligation to adequately remedy vehicles subject to 24V-190 within a reasonable time, and any considerations it has made to replacing or refunding the vehicles it has not remedied.</b>
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PACCAR has been working closely with our supplier daily since the recall was issued to prioritize the resolution.

The initial issue with improper wire harness terminal crimping in the connectors was addressed prior to the recall, and all production trucks, as well as any in-service trucks with claims, are being equipped with shift stalks that apply this solution. In our dedication to thoroughness and ensuring a robust resolution, we revealed the potential for failures during the technician repair process where additional design modifications could further strengthen the assembly. We conducted a detailed examination involving several hundred warranty-returned parts. As a result, PACCAR and our supplier have developed a solution that includes a new ninety-degree connector to enhance wire robustness, in addition to the crimping adjustment made in the original fix. This new solution is set for implementation in March 2025 due to manufacturing delays. In the meantime, we have revised our packaging and are actively inspecting the parts while also providing replacement components that include the initial remedy.

Furthermore, we have arranged a meeting for Thursday to discuss this issue with Odi, Josh Neff, and Alexander Ansley.

If you have questions concerning the matter addressed above, please contact me.

Regards,

Margo RUKASHAZA  
PACCAR Law  
Compliance Director