

# RECALL NOTICE



1



Subject: Safety Recall 25KWB: T180/T280/T380/T480 Exterior Lighting Programming

## IMPORTANT SAFETY RECALL

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

**IMPORTANT SAFETY RECALL INFORMATION**

U.S. Department of Transportation  
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

March 26, 2025

## **IMPORTANT SAFETY RECALL**

This notice applies to your vehicle: VIN: [REDACTED]

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

Subject: Safety Recall 25KWB: T180/T280/T380/T480 Exterior Lighting Programming  
NHTSA Recall number 25V041  
EXPIRATION DATE: NONE



Dear Kenworth Customer,

Kenworth Truck Company has decided that certain Vehicle Model Year 2023-2026 T180 / T280 / T380 / T480 chassis built from 7/5/2022 through 12/20/2024 fail to conform to Federal Motor Vehicle Safety Standard No. 101, "Controls and Displays" and No. 108, "Lamps, Reflective Devices, and Associated Equipment".

The Exterior Lighting Switch (ELS) in certain vehicles may not function. It is non-responsive and can be reset only by a key cycle. If the ELS fails, the hazard lights and the backlight brightness adjustment may not function. As a result, the lack of hazard lights may not alert other drivers. Failure to adjust the backlight brightness may distract the operator or make it difficult to see critical safety information, which may increase the risk of a crash. No warning precedes this condition.

Kenworth has initiated a recall to update vehicle software. This repair should take approximately **1 hour** and will be performed at no charge to you. Please contact your Kenworth dealer immediately to schedule an appointment for this repair. You can find your nearest Kenworth dealer using the Dealer Locator on our website [www.Kenworth.com](http://www.Kenworth.com) or by scanning the QR code on this letter.

<b><i>The problem is...</i></b>	<b>The ELS fails to initialize, making the hazard lights and backlight functions inoperative</b>
<b><i>What your dealer will do...</i></b>	<b>Dealers will update vehicle software</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 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 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](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

If you conclude that Kenworth Truck Company has not enabled you to remedy this noncompliance in reasonable time and without charge, you may submit a complaint to: 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>.

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,

Kenworth Customer Service

