



<BULLETIN DRAFT>

27-009: T880/W990 Allison PTO Layer Missing

Author: Brad Schmitz

1/16/2024

Title	27-009: T880/W990 Allison PTO Layer Missing
Description	T880/W990 Allison PTO Layer Missing
Bulletin No.	27-009
Bulletin Category	Technical Information
Image	
Service Subject	T880/W990 Allison PTO Layer Missing
Section	Automated Transmission - 27
What's New Abstract	Certain Kenworth T880/W990 trucks equipped with the Allison automatic transmission and customer installed PTO are missing a layer in the wiring harness for the PTO. A harness overlay may need to be added to the existing vehicle harness in order for the PTO to function.
Revision	
Condition / Complaint	Certain Kenworth T880/W990 trucks equipped with the Allison automatic transmission and customer installed PTO are missing a layer in the wiring harness for the PTO. A harness overlay may need to be added to the existing vehicle harness in order for the PTO to function.
Chassis Affected	KW – 1,371 (1,275 U.S. and 96 Canada) Model Year 2023 T880/W990 trucks built from 01/23/2023 to 04/20/2023 equipped with the Allison automatic transmission and customer installed PTO option.
Service Action	Campaign

	 NOTE Verify with the customer if their vehicle's PTO system is fully operational prior to scheduling appointment. If the PTO is fully operational, this bulletin DOES NOT apply, and no appointment is needed. 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 27009 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" next to the 27009 Campaign code prior to performing this repair. 4. Follow the procedures to install the PTO harness overlay.
Warranty	KENWORTH WARRANTY STATEMENT For repairs completed by 01/01/2025, Kenworth will pay for parts at dealer net plus applicable mark-up and labor: • 2.1 hours labor to build and install the PTO harness overlay. Use Quick Claim Code 27009. • 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 the Warranty Policy CA009. Question for warranty approver: Does the supplier warranty matrix match the bulletin?

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	Claim Category:	Truck	Repair Type	Proactive
	Customer Concern Code	120	Causal Code	29
	Corrective Action Code	14	Responsibility Code:	Camp
	Failure Location	056-001-110	Causal Part	E92-1141
	Supplier Code	N/A	SRT Code	B23-28A - Bulletin 27-009 – Allison PTO Layer Missing per bulletin procedure. 2.1HRS
	Display in SIR	Always Visible	Editable by dealer?	No
	KW AutoPay	Yes	PB AutoPay	Choose an item.
Parts	Parts are available from PACCAR Parts.			
	Quantity	Part Number	Description	Total Cost
	1	CN10850	CONNECTOR-SENDER TEMPERATURE	
	2	CN26150	TERMINAL-F SPADE 16-18GA PACK 150SER	
	2	CN50200	SEAL-PACKARD	
	2	1241380-1	RECEPTACLE-MCP1.5MM F 0.5	
	2	964972-1	SEAL-CONNECTOR	
	As Needed	Locally Sourced	Electrical Tape	\$3.99
	10 (feet)	Locally Sourced	18 Gauge TXL Blue Primary Wire	\$6.00

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	10 (feet)	Locally Sourced	18 Gauge TXL Blue Primary Wire	\$6.00
	10 (feet)	Locally Sourced	18 Gauge TXL Gray Primary Wire	\$6.00
	As Needed (Up to 20)	Locally Sourced	Cable Ties	\$1.00
	10 (feet)	Locally Sourced	¼" Split Loom	\$10.00
Procedure	Please follow your dealership's safety procedures and precautions to ensure the vehicle can be safely repaired and maintained. See Procedures for more info.			
Links	KW Chassis List KW US/Canada English Customer Letter KW Canada French Customer Letter Procedures Document			
Channels	KWUS KWCA KWGS			
Publish On	12/20/2023			



A **PACCAR** COMPANY

Kenworth Truck Company
Customer Service Department
PO Box 1000
Kirkland, Washington 98083-1000
(425) 828-5888

Date TBD

[First VIN]
Customer Name
Address
City, State Zip



Subject: TIB 27-009: Allison PTO Layer Missing

Dear Kenworth Customer,

Your vehicle (listed within this letter) may be eligible for a campaign to have a PTO harness overlay installed.

Certain Kenworth T880/W990 trucks equipped with the Allison automatic transmission and customer installed PTO option are missing a layer in the wiring harness for the PTO. A harness overlay may need to be added to the existing vehicle harness in order for the PTO to function.

If you have already had this work performed, or if your truck's fully installed PTO is fully operational, please disregard this letter. Otherwise, please contact your Kenworth dealership to schedule an appointment for this work. You can find your nearest Kenworth dealer at Dealer Locator using the QR code above, or on www.Kenworth.com.

When contacting your selected Kenworth dealer, refer to campaign TIB 27-009 and the VIN listed on this letter. The work will take approximately **3 hours**, depending on repair scope, vehicle configuration, and dealer scheduling. There will be no charge to you if completed by **02/01/2025**. We apologize for this inconvenience but ask for your cooperation to ensure your continued satisfaction with Kenworth products.

The problem is...

Certain Kenworth T880/W990 trucks equipped with an Allison automatic transmission and customer installed PTO option may be missing a layer in the wiring harness for the PTO.

What your dealer will do...

If your vehicle is affected, your Kenworth dealer will install a harness overlay for the PTO.

What you must do ...

If your truck's fully installed PTO is not functional, please contact your Kenworth Dealer to schedule an appointment for repair.

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 campaign. 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 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 no longer own this vehicle, we would appreciate your advising us of the new owner if you know their name.

Thank you,

Annick Hollingsworth
Director of Service Platforms
Kenworth Truck Company

VIN: [VIN List]