

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

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## Number

25KWB / 25V041 / 2025-036

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## Supplier

Kenworth Truck Company

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## Description

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

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## Date

2/7/2025

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## What's New

### **Safety Recall**

Updated software and repair procedures are now available.

The Exterior Lighting Switch (ELS) in certain T180/T280/T380/T480 chassis may not function and can be reset only by a key cycle. This issue may result in non-compliance with FMVSS/CMVSS 101 and 108.

Affected chassis must have the Vehicle Software updated.

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## Introduction

The Exterior Lighting Switch (ELS) in certain T180/T280/T380/T480 chassis may not function and can be reset only by a key cycle. This issue may result in non-compliance with the following US Federal Motor Vehicle Safety Standards (FMVSS) or Canadian Motor Vehicle Safety Standards (CMVSS) Regulations:

- FMVSS 101 - Controls and Displays
- FMVSS 108 - Lamps, Reflective Devices, and Associated Equipment
- CMVSS 101 – Controls, Tell-tales, Indicators, and Sources of Illumination
- CMVSS 108 - Lamps, Reflective Devices, and Associated Equipment.

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.

Warning Which Can Precede or Occur: None

## Situation

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2,805 (2,685 US and 120 Canada) Vehicle Model Year 2023-2026 T180 / T280 / T380 / T480 chassis built from 7/5/2022 through 12/20/2024.

## 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 **25KWB** 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 **25KWB** campaign code prior to performing this repair.
4. Follow the procedures below to update software in Vehicle Electronic Control Unit (VECU3), Digital Display (DD), and Central Security Gateway (CSG2).

## 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:

- **0.5 hours** labor to update VECU, Digital Display, and CGS2 software. Use Quick Claim Code **25KWB**.
- File an additional claim for extraordinary circumstances. A quick claim for standard labor must be filed

first.

- Issues arising from using prior DAVIE4 software versions will not be covered by warranty.
- 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:	25KWB	Campaign Type	Safety Recall
Claim Category:	Truck	Repair Type	Proactive
Customer Concern Code	225	Causal Code	93
Corrective Action Code	12	Responsibility Code:	Camp
Failure Location	003-006-003	Causal Part	Q21-1157-013-013
Supplier Code	N/A	SRT Code	<b>B25-08A</b> 0.5 hrs Update software for CSG2, DD, VECU3 and perform repair verification 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.**

**Ensure that DAVIE4 is up to date before connecting to a chassis for diagnostics or attempting to update any software.**

1. Process a PVP file for the chassis
  - a. Open PACCAR Vehicle Pro.
  - b. Enter the chassis number.
  - c. Select SAVE AND CONTINUE.
  - d. Select SUBMIT.
2. Connect a battery charger during programming.
3. Update software for VECU3, CSG2, and DD using DAVIE4
  - a. Connect DAVIE4 using NEXIQ adapter and 9-pin diagnostic connector.
  - b. Connect ethernet cable.





- c. Download updated software for VECU3, CSG2, and DD following the prompts in DAVIE4.
- d. Program VECU3, CSG2 and DD with updated software.

4. Clear any faults generated during programming.

5. Run a Vehicle Check. Verify the following software levels in the software "i pane":

- a. Component Group 1020 (VECU3) should show **2469431**
- b. Component Group 1268 (CSG2) should show **2434348**
- c. Component Group 1027 (DD) should show **2467667**

6. Disconnect DAVIE4 and battery charger.

## Parts

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Software Only – No Parts Required.

## Links

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[Chassis List](#)

[US Letter](#)

[Canada Letter](#)

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Authored by: JB3

## Revision History

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3/17/2025: Updated interim bulletin to final. Procedures and software are now available.



A **PACCAR** COMPANY

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

Date of Letter

## IMPORTANT SAFETY RECALL



Subject: Safety Recall 25KWB: T180/T280/T380/T480 Exterior Lighting Programming  
NHTSA Recall number 25V041  
*This notice applies to your vehicle; VIN*

Customer name  
Customer address  
City, State ZIP

Dear Kenworth Customer,

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

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 (FMVSS) No. 101 - Controls and Displays and FMVSS 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



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

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



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