



Customer Outreach  
PO Box 8338  
Saint Joseph, MO 64508

[product.safety@altec.com](mailto:product.safety@altec.com)  
[altec.com/altec-connect/](http://altec.com/altec-connect/)

Phone 1-877-GO ALTEC

## **IMPORTANT SAFETY RECALL**

**This notice applies to your vehicle. Refer to the provided list.**

NHTSA Safety, FMVSS Compliance, or Emissions Recall

Dear Altec Owner,

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

Altec Industries, Inc. has received notification from an Original Equipment Manufacturer (OEM) that a condition exists relating to motor vehicle safety, compliance, or emissions in a vehicle you possess that is equipped with Altec equipment.

Refer to the attached documentation that follows this letter. If you have additional questions, please contact your Altec Account Manager. You may also contact the OEM using the contact information provided in the attached recall notice.

For US owners: after contacting the OEM according to the attached notice, if you are still not able to have the safety condition remedied within a reasonable time, you may write to: Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue SE, Washington, DC 20590 or call 1-888-327-4236 (TTY: 1-800-424-9153) or go to <http://www.safercar.gov>.

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.

If you have sold or retired the unit, update the records through Altec Connect. If you have leased this equipment to another person or company, you are required by Federal Law to forward a copy of this notice to the lessee by first class mail within ten (10) days of the receipt of this notice.

We appreciate your assistance in following this action in the interest of your continued satisfaction with Altec products.

Thank you for your immediate attention on this important matter.



# COMPONENT/SUPPLIER RECALL    CSR-3219-A

## Exterior Lighting Switch (25KWB — NHTSA 25V041)

**Units Affected:** Certain 2023-2026 T180 / T280 / T380 / T480 chassis built from 7/5/2022 through 12/20/2024. Verify your unit is affected by reviewing the attached list or accessing Altec Connect.

**Background:** Altec is committed to providing our customers reliable products from initial delivery throughout the useful life of the machine.

Kenworth Truck Company has decided a defect which relates to motor vehicle safety exists in your vehicle with the VIN shown in the attached list.

Refer to the included communication from Kenworth Truck Company for more information.

**Customer Action:** Follow the guidance in the included communication from Kenworth Truck Company.

**Requirements:** Altec is not able to perform this repair.

**Completion and Warranty:** This repair is not covered under the Altec Warranty Policy.

### Altec Contact Info:

Phone: 1-877-GO ALTEC (1-877-462-5832) — Altec Connect Customer Portal: [altec.com/altec-connect/](https://altec.com/altec-connect/)

| Altec Use Only   |              |
|------------------|--------------|
| Inspection labor | NA           |
| Repair labor     | NA           |
| Account #        | NA           |
| Travel           | Not included |
| NHTSA code       | 90           |
| Prime fail P/N   | NA           |
| Kit instructions | NA           |

| Altec Use Only |          |     |          |
|----------------|----------|-----|----------|
| Description    | Part No. | Qty | Warranty |
| NA             | NA       | NA  | NA       |



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.

***The problem is...***

**The ELS fails to initialize, making the hazard lights and backlight functions inoperative**

***What your dealer will do...***

**Dealers will update vehicle software**

***What you must do ...***

**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 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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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



A **PACCAR** COMPANY