

# 24KWE: Kongsberg Automotive Right-Hand Shift Stalk

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## Number

24KWE NHTSA: 24V190 / Transport Canada: 2024-161

## Supplier

Kongsberg Automotive

## Description

Kongsberg Automotive Right-Hand Shift Stalk

## Date

11/26/2025

## What's New

### Safety Recall

The right-hand shift stalk may have an improper wire harness terminal crimp within the wire harness connector. Loss of communication between the right-hand shift stalk and the vehicle may result in the vehicle being disabled after it comes to a stop, thereby increasing the risk of crash or injury. A warning will appear on the dash display when communication is lost, including transmission or engine warnings, “!” next to DNR/DNRP indicator, “-“ in the DNR/DNRP indicator, and/or chimes, depending upon whether you are operating a diesel/gas or battery electric vehicle.

## Introduction

### Safety Recall

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“!” next to DNR/DNRP indicator, “-“ in the DNR/DNRP indicator, and/or chimes, depending upon whether you are operating a diesel/gas or battery electric vehicle.

## Situation

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40,884 (38,130 US and 2,754 CAN) vehicle model year 2021-2025, T180, T280, T380, T480, T680, T880, and W990 chassis built from 12/07/2020 through 12/23/2022 with right-hand shift stalk part numbers Q21-6155-211, Q21-6155-213, Q21-6155-214, Q21-6164-111, or Q21-6165-113.

## Resolution

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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 **24KWE** 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 **24KWE** campaign code prior to performing this repair.
4. Follow the procedures in the Links section below to inspect the right-hand shift stalk and replace as necessary.

## 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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Starting on **11/26/2025**, Kenworth will pay for parts at dealer net plus applicable mark-up and labor:

- Once the upper and lower steering column covers are removed, you **MUST** take CLEAR photos of the back side of the shift stalk where the wire harness meets the switch as it is installed and of the part label showing the model and serial numbers. These are required to be attached to the Claim Unit for reimbursement consideration. Claims filed without these photos may be denied. See

procedures for picture details and requirements.

- File a long form claim with the Campaign Code field filled out with 24KWE.
  - **The following fields are required:**
    - Correct causal part
    - Causal Part Model Number
    - Causal Part Serial Number
    - Applicable parts and labor
    - Photos requested
- **You must enter all the following information from the as-installed right-hand shift stalk into the warranty claim:**
  - Serial number into the Causal Part Serial Number field
  - Model number into the Causal Part Model Number field



*Right-hand shift stalk part/serial number label*

- File an additional claim for extraordinary circumstances.
- File the claim within 14 days in accordance with the Warranty Policy.

#### **Take-Off Parts Disposition:**

- The take-off shift stalk must be destroyed per the steps in the repair procedures.
- Dealers are required to certify under penalty of perjury that they have destroyed the removed RH stalk and identify the removed RH stalk by serial number as part of the warranty claim submittal process.
- Once the upper and lower steering column covers are removed, you **MUST** take CLEAR photos of the back side of the shift stalk where the wire harness meets the switch as it is installed and of the part label showing the model and serial numbers. These are required to be attached to the Claim Unit for reimbursement consideration. Claims filed without these photos may be denied. See

procedures for picture details and requirements.

<b>PRWS CLAIM CODING</b>			
<b>Campaign Code:</b>	24KWE	<b>Campaign Type:</b>	Safety Recall
<b>Claim Category:</b>	Truck	<b>Repair Type:</b>	Proactive
<b>Customer Concern Code:</b>	092	<b>Causal Code:</b>	23
<b>Corrective Action Code:</b>	03	<b>Responsibility Code:</b>	CampSupp
<b>Failure Location:</b>	027-033-083	<b>Causal Part:</b>	Q21-6155-211
<b>Supplier Code:</b>	21442AB	<b>SRT Code:</b>	<p><b>B24-47A</b>  <b>0.3 hours</b>            Inspect right-hand shift stalk for affected part number per bulletin procedures – right-hand shift stalk replacement not required .</p> <p><b>B24-47B</b>  <b>0.4 hours</b>  <b>2.1m MD -</b>            Inspect right-hand shift stalk for affected part number, replace right hand shift stalk and include photos per bulletin procedures. Must follow</p>



review.

<b>i</b> <b>NOTE</b>
Proactive repairs for vehicles <b>outside</b> of the recall population are prohibited per CA080. In order for repairs on non-recall chassis to be considered for warranty, a DAVIE logfile with RHS fault codes proving a failure occurred is required to be submitted with the warranty claim due to the limited quantity of parts available.

<b>i</b> <b>NOTE</b>
The Safety Recall may only be marked complete if the Q21-6124-xxx part number is installed.

Part Number	Part Description	Quantity
CT05317	TIE-CABLE 50LB 15.5" BLK	5
See <a href="#">Chassis List</a>	RIGHT-HAND SHIFT STALK	1

<b>i</b> <b>NOTE</b>
Cable ties are packaged in quantities of <b>100</b> . The quantity needed per repair is <b>5</b> individual cable ties.

- **Confirm parts are available prior to scheduling the customer for the repair.**
- To find the replacement right-hand shift stalk part number, refer to the [chassis list](#). Locate your chassis on the list, and then refer to the column titled "Replacement Stalk Part Number."

## Links

**CHASSIS LIST**

[24KWE KW Chassis List](#)

**REPAIR PROCEDURES**

[24KWE KW 2.1m HD RH Shift Stalk Replacement Procedure](#)

[24KWE KW 2.1m MD RH Shift Stalk Replacement Procedure](#)

Revision History

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**11/26/2025:** This bulletin has been converted from an interim into a final safety recall, which includes parts and repair procedures.



A **PACCAR** COMPANY

Kenworth Truck Company  
Customer Service Department  
C/O PACCAR Parts  
750 Houser Way North  
Renton, WA 98057  
(425) 828-5888

December **XX**, 2025  
Subject: 24KWE: Kongsberg Automotive Right-Hand Shift Stalk  
Transport Canada Recall: 2024-161  
Expiration Date: None



## IMPORTANT SAFETY RECALL

This notice applies to your vehicle(s) with VIN(s) listed at the bottom or back of this page.

Dear Kenworth Customer:

This notice is sent to you in accordance with the requirements of the Motor Vehicle Safety Act. This is to inform you that your vehicle may contain a defect that could affect the safety of a person.

Kenworth Truck Company has decided that a defect which relates to motor vehicle safety exists in certain model year 2021-2025 T180, T280, T380, T480, T680, T880, and W990 chassis manufactured between 12/07/2020 and 12/23/2022 with right-hand shift stalk part numbers Q21-6155-211, Q21-6155-213, Q21-6155-214, Q21-6164-111, or Q21-6165-113.

**What is the problem?**

The right-hand shift stalk may have an improper wire harness terminal crimp within the wire harness connector. Loss of communication between the right-hand shift stalk and the vehicle could disable the vehicle after it comes to a stop, which may increase the risk of a crash.

**What will your dealer do?**

Dealers will replace the right-hand shift stalk with a new part, free of charge.

**What should you do?**

Contact your dealer immediately to schedule a repair. This repair may require up to 1 hour of labor.

To locate your nearest Kenworth dealer, please scan the QR code at the top of this letter or use Dealer Locator at [www.Kenworth.com](http://www.Kenworth.com). When scheduling this repair, please refer to recall 24KWE: Kongsberg Automotive Right-Hand Shift Stalk and the VIN(s) listed in this letter. You may be eligible for reimbursement if you performed this repair before receiving notification of the recall. For more information, please e-mail [servicebulletins@PACCAR.com](mailto:servicebulletins@PACCAR.com).

If you require further information about this recall or experience any difficulty in making arrangements for this repair, please contact Kenworth Customer Service at [servicebulletins@paccar.com](mailto:servicebulletins@paccar.com) and include the bulletin number in the subject line.



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If you are the lessor of this vehicle, federal regulations require you to 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 [servicebulletins@paccar.com](mailto:servicebulletins@paccar.com).

We appreciate your attention to this matter and value your loyalty to Kenworth and its dealer network.

Sincerely,

Kenworth Truck Company



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Customer Service Department  
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NHTSA: 24V190  
Expiration Date: None



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This notice applies to your vehicle(s) with VIN(s) listed at the bottom or back of this page.

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 a defect which relates to motor vehicle safety exists in certain model year 2021-2025 T180, T280, T380, T480, T680, T880, and W990 chassis manufactured between 12/07/2020 and 12/23/2022 with right-hand shift stalk part numbers Q21-6155-211, Q21-6155-213, Q21-6155-214, Q21-6164-111, or Q21-6165-113.

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If you believe this remedy was not available to you within a reasonable amount of time and free of charge, you may submit a complaint to the Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, DC 20590; call the toll-free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or visit <http://www.safercar.gov>.

If you are the lessor of this vehicle, federal regulations require you to 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 [servicebulletins@paccar.com](mailto:servicebulletins@paccar.com).



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We appreciate your attention to this matter and value your loyalty to Kenworth and its dealer network.

Sincerely,

Kenworth Truck Company

Le XX décembre 2025  
Objet : 24KWE – Levier de changement vitesse côté droit de Kongsberg Automotive  
Rappel de Transport Canada : 2024-161  
Date d'expiration : Aucune



## IMPORTANT RAPPEL DE SÉCURITÉ

Cet avis concerne votre (vos) véhicule(s) dont le(s) NIV(s) est (sont) listé(s) au bas ou au verso de la présente.

Cher client Kenworth,

Le présent avis vous est envoyé conformément aux exigences de la Loi sur la sécurité automobile. La présente a pour but de vous informer que votre véhicule est susceptible d'avoir un défaut qui pourrait porter atteinte à la sécurité humaine.

Kenworth Truck Company a constaté qu'une défectuosité reliée à la sécurité des véhicules automobiles est présente dans certains châssis de modèles T180, T280, T380, T480, T680, T880 et W990 des années 2021 à 2025, fabriqués entre le 07/12/2020 et le 23/12/2022, équipés d'un levier de vitesse côté droit dont les numéros de pièce sont Q21-6155-211, Q21-6155-213, Q21-6155-214, Q21-6164-111 et Q21-6165-113.

### **Quel est le problème ?**

Le levier de changement de vitesse côté droit peut avoir une cosse de faisceau électrique mal sertie à l'intérieur du connecteur de faisceau électrique. Une perte de communication entre le levier de changement de vitesse côté droit et le véhicule pourrait rendre le véhicule inopérant après son arrêt, ce qui pourrait augmenter le risque d'accident.

### **Que fera votre concessionnaire ?**

Les concessionnaires remplaceront le levier de changement de vitesse côté droit par une nouvelle pièce, gratuitement.

### **Que devez-vous faire ?**

Communiquer immédiatement avec votre concessionnaire afin de prendre rendez-vous pour une réparation. Cette réparation peut nécessiter jusqu'à 1 heure de main-d'œuvre.

Afin de localiser votre concessionnaire Kenworth le plus près, veuillez balayer le code QR dans le coin supérieur droit de la présente ou consulter le localisateur de concessionnaires sur [www.Kenworth.com](http://www.Kenworth.com). Lors de la planification de cette réparation, veuillez-vous référer au rappel 24KWE – Levier de changement vitesse côté droit de Kongsberg Automotive, ainsi qu'au(x) NIV(s) listé(s) à la présente. Vous pourriez être admissible à un remboursement si vous avez procédé à cette réparation avant la réception du présent rappel. Pour davantage d'information, veuillez courrieller à [servicebulletins@PACCAR.com](mailto:servicebulletins@PACCAR.com).

Si vous avez besoin de plus d'informations concernant ce rappel ou rencontrez des difficultés à prendre rendez-vous pour cette réparation, veuillez communiquer avec le service à la clientèle de Kenworth sur [servicebulletins@paccar.com](mailto:servicebulletins@paccar.com) en incluant le numéro de bulletin en ligne objet.

Si vous êtes le bailleur de ce véhicule, les réglementations fédérales nécessitent que vous transmettiez une copie de cet avis au locataire et ce, dans un délai de dix jours. Si vous n'êtes plus le propriétaire de ce véhicule, veuillez courrieller les 8 derniers chiffres du NIV, ainsi que le nom et l'adresse du nouveau propriétaire à [servicebulletins@paccar.com](mailto:servicebulletins@paccar.com).

Nous apprécions l'attention que vous portez à cette affaire et valorisons votre fidélité envers Kenworth et son réseau de concessionnaires.

Salutations,

Kenworth Truck Company