

24KWE: Kongsberg Automotive Right-Hand Shift Stalk

Number

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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

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

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

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

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.

i NOTE
Dealers submitting Recommended Repairs through their business systems may see the warning message "CausalPartModelNumber and CausalPartSerialNumber are required". Claim files will still be created.

Until dealer business systems are updated, claims must be completed in PRWS by providing the following required information.

The following items are required:

- Causal Part Model Number
- Causal Part Serial Number
- Photos requested

All Chassis Models: No Replacement Needed

- **0.3 hours** to inspect the right-hand shift stalk for the affected part number per bulletin procedure no replacement needed. Use Recommended Repair Code **24KWEA**.

For T680, T880, and W990 Chassis with New Shift Stalk Part Number: Q21-6124-211

- **0.5 hours** to inspect the right-hand shift stalk for the affected part number, remove and replace (R&R) shift stalk with part number **Q21-6124-211**, attach connector photos, and dispose of the old shift stalk per bulletin procedures. Use Recommended Repair Code **24KWEB**.

For T680 and T880 chassis with New Shift Stalk Part Numbers: Q21-6124-213 and Q21-6124-214

- **0.5 hours** to inspect the right-hand shift stalk for the affected part number, R&R shift stalk with part number **Q21-6124-213**, attach connector photos, and dispose of the old shift stalk per bulletin procedures. Use Recommended Repair Code **24KWEC**.
- **0.5 hours** to inspect the right-hand shift stalk for the affected part number, R&R shift stalk with part number **Q21-6124-214**, attach connector photos, and dispose of the old shift stalk per bulletin procedures. Use Recommended Repair Code **24KWED**.

For T180, T280, T380 and T480 Chassis with New Shift Stalk Part Numbers: Q21-6124-216, Q21-6124-217, and Q21-6124-213

- **0.4 hours** to inspect the right-hand shift stalk for the affected part number, R&R shift stalk with part number **Q21-6124-216**, attach connector photos, and dispose of the old shift stalk per bulletin procedures. Use Recommended Repair Code **24KWEE**.
- **0.4 hours** to inspect the right-hand shift stalk for the affected part number, R&R shift stalk with part number **Q21-6124-217**, attach connector photos, and dispose of the old shift stalk per bulletin

procedures. Use Recommended Repair Code **24KWEF**.

- **0.4 hours** to inspect the right-hand shift stalk for the affected part number, R&R shift stalk with part number **Q21-6124-213**, attach connector photos, and dispose of the old shift stalk per bulletin procedures. Use Recommended Repair Code **24KWEG**.
- **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. A recommended repair for standard labor must be filed first.
- 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.

PRWS CLAIM CODING			
Campaign Code:	24KWE	Campaign Type:	Safety Recall
Claim Category:	Truck	Repair Type:	Proactive
Customer Concern Code:	092	Causal Code:	23
Corrective Action Code:	03	Responsibility Code:	CampSupp
Failure Location:	015-001-030	Causal Part:	Q21-6155-211
Supplier Code:	21442AB	SRT Code:	<p>B24-47A 0.3 hours Inspect right-hand shift stalk for affected part number per bulletin procedures – right-hand shift stalk replacement not required .</p> <p>B24-47B 0.4 hours 2.1m MD - Inspect right-hand shift stalk for affected part number, replace right hand shift stalk and include photos per bulletin procedures. Must follow</p>

			disposal procedure. B24-47C 0.5 hours 2.1m HD - Inspect right-hand shift stalk for affected part number, replace right-hand shift stalk and include photos per bulletin procedures. Must follow disposal procedure.
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Procedure

Please follow your dealership's safety procedures and precautions to ensure the vehicle can be safely repaired and maintained.

Please see the repair procedure appropriate for the chassis you are working on in the Links section below.

Parts

Parts are available to order through PACCAR Parts and will initially be subject to the Chassis CNR process.

- Dealers must provide the VIN8 for each truck down.
- Use EM (E1 in Canada) for **truck downs** for right-hand stalk only.
- Use ST (S1 in Canada) for **non-truck down and Safety Recall** orders.
- If a duplicate chassis order is submitted, the order will be cancelled.
 - Dealers can submit a TCS case under the category **Modify an Order** with a justification for

review.

i NOTE

Proactive repairs for vehicles **outside** 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.

i NOTE

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 Chassis List	RIGHT-HAND SHIFT STALK	1

i NOTE

Cable ties are packaged in quantities of **100**. The quantity needed per repair is **5** 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](#)

CUSTOMER LETTERS

[24KWE Canadian Customer Letter - English](#)

[24KWE Canadian Customer Letter - French](#)

[24KWE US Customer Letter](#)

[24KWE Puerto Rican Customer Letter - Spanish](#)

Revision History

12/11/2025: Warranty section has been updated to revise filing instructions with new Recommended Repair Codes.

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