

# 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

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.

## 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 a **CLEAR** photo of the part label showing the model and serial numbers of the old part. This is required to be attached

to the Claim Unit for reimbursement consideration. Claims filed without this photo may be denied.

|   |
|---|
| <b>i NOTE</b>   |
| 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. Attach connector photos to the claim. 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



to the Claim Unit for reimbursement consideration. Claims filed without this photo may be denied.

| PRWS CLAIM CODING              |             |                             |   |
|--------------------------------|-------------|-----------------------------|---|
| <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>       | 015-001-030 | <b>Causal Part:</b>         | Q21-6155-211  |
| <b>Supplier Code:</b>          | 21442AB     | <b>SRT Code:</b>            | <p><b>B24-47A</b><br/> <b>0.3 hours</b><br/>                     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><br/> <b>0.4 hours</b><br/> <b>2.1m MD -</b><br/>                     Inspect right-hand shift stalk for affected part number, replace right hand shift stalk and include photos per bulletin procedures. Must follow</p> |

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|  |  |  | disposal procedure.<br><br><b>B24-47C</b><br><b>0.5 hours</b><br><b>2.1m HD -</b><br>Inspect right-hand shift stalk for affected part number, replace right-hand shift stalk and include photos per bulletin procedures. Must follow disposal 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.**

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

## Parts

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

- For daily CNR quantities, place order through Parts Online (POL).
  - Dealers must provide the VIN8 for each truck down.
  - Use EM (E1 in Canada) for **truck downs (Non Safety Recall population)** 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.
  
- Once a CNR order has been placed through Parts Online (POL) and more are needed, dealers can submit a TCS case under the category **Place an Order** with a justification for review.
  - All VINs above daily CNR limit must be included in the TCS case.
  - These orders will be reviewed to ensure they are in the shop.
  - Orders will be cancelled if 1) they are not truck down, 2) they are not in the shop, 3) a daily

CNR order has not yet been place through Parts Online or 4) they are duplicate chassis.

**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<br>50LB 15.5"<br>BLK | 5        |
| See <a href="#">Chassis List</a> | RIGHT-HAND<br>SHIFT<br>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

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**01/30/2026:** Recommended Repair verbiage updated to include photo requirements.

**01/12/2026:** The warranty section has an updated photo requirement.

**12/22/2025:** Parts section updated for multiple parts ordering.

**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.

# 24PBE: Kongsberg Automotive Right-Hand Shift Stalk

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## Supplier

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## Description

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## Date

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## What's New

### Safety Recall

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## Introduction

### 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.

## Situation

34,676 (32,227 US / 2,449 Canada) vehicle model year 2021-2024, 365, 367, 389, 535, 536, 537, 548, 567, and 579 chassis, built from 11/09/2020 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 **24PBE** 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 **24PBE** 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**, Peterbilt 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 a CLEAR photo of the part label showing the model and serial numbers of the old part. This is required to be attached to the Claim Unit for reimbursement consideration. Claims filed without this photo may be denied.

|   |
|---|
| <b>i NOTE</b>   |
| 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. Attach connector photos to the claim. Use Recommended Repair Code **24PBEA**.

**For 365, 367, 389, 567, and 579 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 **24PBEB**.

**For 567 and 579 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 **24PBEC**.
- **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 **24PBED**.

**For 535, 536, 537, and 548 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 **24PBEE**.

- **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 **24PBEF**.
- **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 **24PBEG**.
- **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 a **CLEAR** photo of the part label showing the model and serial numbers of the old part. This is required to be attached to the Claim Unit for reimbursement consideration. Claims filed without this photo may be denied.

| <b>PRWS CLAIM CODING</b>       |             |                             |   |
|--------------------------------|-------------|-----------------------------|---|
| <b>Campaign Code:</b>          | 24PBE       | <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>       | 015-001-030 | <b>Causal Part:</b>         | Q21-6155-211  |
| <b>Supplier Code:</b>          | 21442AB     | <b>SRT Code:</b>            | <p><b>B24-04A</b><br/> <b>0.3 hours</b><br/>                     Inspect right-hand shift stalk for affected part number per bulletin procedures – <b>right-hand shift stalk replacement not required.</b></p> <p><b>B24-04B</b><br/> <b>0.4 hours</b><br/> <b>2.1m MD -</b><br/>                     Inspect right-hand shift stalk for affected part number, replace right-hand shift stalk and include photos per bulletin procedures. Must follow disposal procedure.</p> <p><b>B24-04C</b><br/> <b>0.5 hours</b><br/> <b>2.1m and 1.9m HD -</b> Inspect right-</p> |

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|--|--|--|---|
|  |  |  | hand shift stalk for affected part number, replace right-hand shift stalk and include photos per bulletin procedures. Must follow disposal 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.**

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.

- For daily CNR quantities, place order through Parts Online (POL).
  - Dealers must provide the VIN8 for each truck down.
  - Use EM (E1 in Canada) for **truck downs (Non Safety Recall population)** 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.
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  - All VINs above daily CNR limit must be included in the TCS case.
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CNR order has not yet been place through Parts Online or 4) they are duplicate chassis.

**i NOTE**

Proactive repairs for vehicles **outside** of the recall population are prohibited per Peterbilt Warranty Procedure Manual section 7 - Kongsberg. 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<br>50LB 15.5"<br>BLK | 5        |
| See <a href="#">Chassis List</a> | RIGHT-HAND<br>SHIFT<br>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

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### CHASSIS LIST

[24PBE PB Chassis List](#)

### REPAIR PROCEDURES

[24PBE PB 2.1m and 1.9m HD RH Shift Stalk Replacement Procedure](#)

[24PBE PB 2.1m MD RH Shift Stalk Replacement Procedure](#)

### CUSTOMER LETTERS

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

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

[24PBE US Customer Letter](#)

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## Revision History

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**01/30/2026:** Recommended Repair verbiage updated to include photo requirements.

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