14-037: PACCAR TX-12 Transmission Bracket Replacement

8/10/2026 Edit Clone

14-037

Subject

PACCAR TX-12 Transmission Bracket Replacement

Whats New Abstract

An improved transmission bracket is now available for replacement on certain chassis equipped with a PACCAR TX-12 transmission, featuring a more durable design for enhanced long-term performance.

Condition

One or more fractures may occur in the transmission bracket, which may result in driveline and/or transmission damage. An improved transmission bracket is now available for replacement.

Chassis Affected

925 (890 US and 35 Canada) vehicle model year 2024-2027 T280, T380, T480, T680, and T880 manufactured between 10/09/2023 and 02/05/2026 equipped with transmission bracket part number E11-1343

Action

Campaign

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 14-037 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 14-037 campaign code prior to performing this repair.
4. Follow the procedures in the Attachments section to replace the transmission bracket.

Warranty

Starting on **08/10/2026** and for repairs completed by **09/01/2027**, Kenworth will pay for parts at dealer net plus applicable mark-up and labor:

- **0.6 hours (T280, T380, T480, and T880)** of labor to remove and replace the transmission bracket. Select Recommended Repair Code **14-037**.
- **0.7 hours (T680)** of labor to remove and replace the transmission bracket. Select Recommended Repair Code **14-037**.
- 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:

- Destroy 30 days after claim is paid

PRWS CLAIM CODING			
Campaign Code:	14-037	Campaign Type	Field Repair
Claim Category:	Truck	Repair Type	Proactive
Customer Concern Code	007	Causal Code	12
Corrective Action Code	03	Responsibility Code:	CAMP-Campaign
Failure Location	014-003-005	Causal Part	E11-1343
Supplier Code	N/A	SRT Code	**B26-27A 0.6 hours (T280, T380, T480, and T880) 0.7 hours (T680)** Bulletin 14-037: PACCAR TX-12 Transmission Bracket Replacement

For campaign filing questions, reference Kenworth bulletin CB077.

Parts

Quantity	**Part Number**	**Description**
1	E11-1389	Bracket-Reinforced

		TMSN Supp

Procedure

WARNING!

Repair or maintenance procedures may pose a safety risk in limited circumstances. You must read all procedure steps before performing any work and follow all dealership safety procedures or precautions. Failure to comply may result in death, personal injury, equipment damage, or property damage.

Please see the Attachments section below for procedures to replace the transmission bracket.

Attachments

14-037 TX-12 Transmission Bracket Replacement Chassis List
14-037 PACCAR TX-12 Transmission Bracket Replacement Repair Procedure
14-037 TX-12 Transmission Bracket Replacement Customer Letter

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

[Date]
Subject: 14-037: PACCAR TX-12 Transmission Bracket Replacement
Expiration Date: 10/01/2027

FIELD SERVICE CAMPAIGN

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

Dear Kenworth Customer,

Kenworth Truck Company has determined that certain T280, T380, T480, T680, and T880 vehicles manufactured between 10/09/2023 and 02/05/2026 have a transmission bracket that may not achieve the intended level of durability, and fractures may develop over time.

What is the problem?	The transmission bracket may not achieve the intended level of durability.
What will your dealer do?	Remove and replace the transmission bracket with a new reinforced transmission bracket.
What should you do?	Contact your dealer to schedule a repair appointment. This service may require up to 1 hour of labor.

To locate your nearest dealer please scan the QR code at the top of this letter or use the Dealer Locator at www.Kenworth.com. When scheduling this service, please refer to campaign 14-037: PACCAR TX-12 Transmission Bracket Replacement and the VIN(s) listed in this letter. There will be no charge to you if completed by 10/01/2027.

If you no longer own the vehicle(s), please send an email to servicebulletins@paccar.com with the complete VIN(s) and the name and address of the new owner.

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

Sincerely,

Kenworth Customer Service

14-037: PACCAR TX-12 Transmission Bracket Replacement

8/10/2026 Edit Clone

14-037

Subject

PACCAR TX-12 Transmission Bracket Replacement

Whats New Abstract

An improved transmission bracket is now available for replacement on certain chassis equipped with a PACCAR TX-12 transmission, featuring a more durable design for enhanced long-term performance.

Condition

One or more fractures may occur in the transmission bracket, which may result in driveline and/or transmission damage. An improved transmission bracket is now available for replacement.

Chassis Affected

424 (377 US and 47 Canada) vehicle model year 2024-2027 Model 537, 548, 567, and 579 manufactured between 01/18/2023 and 05/20/2026 equipped with transmission bracket part number E11-1343

Action

Campaign

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 14-037 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 14-037 campaign code prior to performing this repair.
4. Follow the procedures in the Attachments section to replace the transmission bracket.

Warranty

Starting on **08/10/2026** and for repairs completed by **09/01/2027**, Peterbilt will pay for parts at dealer net plus applicable mark-up and labor:

- **0.6 hours** (**Model 537, 548, and 567**) of labor to remove and replace the transmission bracket. Select Recommended Repair Code **14-037**.
- **0.7 hours (Model 579)** of labor to remove and replace the transmission bracket. Select Recommended Repair Code **14-037**.
- 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:

- Destroy 30 days after claim is paid

PRWS CLAIM CODING			
Campaign Code:	14-037	Campaign Type	Field Repair
Claim Category:	Truck	Repair Type	Proactive
Customer Concern Code	007	Causal Code	12
Corrective Action Code	03	Responsibility Code:	CAMP-Campaign
Failure Location	014-003-005	Causal Part	E11-1343
Supplier Code	N/A	SRT Code	**B26-27A 0.6 hours (Model 537, 548, and 567) 0.7 hours (Model 579)** Bulletin 14-037: PACCAR TX-12 Transmission Bracket Replacement

For campaign filing questions, reference Peterbilt Warranty Procedure Manual – Section 8.

Parts

Quantity	**Part Number**	**Description**
1	E11-1389	Bracket-Reinforced

		TMSN Supp

Procedure

WARNING!

Repair or maintenance procedures may pose a safety risk in limited circumstances. You must read all procedure steps before performing any work and follow all dealership safety procedures or precautions. Failure to comply may result in death, personal injury, equipment damage, or property damage.

Please see the Attachments section below for procedures to replace the transmission bracket.

Attachments

14-037 TX-12 Transmission Bracket Replacement Chassis List
14-037 PACCAR TX-12 Transmission Bracket Replacement Repair Procedure
14-037 TX-12 Transmission Bracket Replacement Customer Letter

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

[Date]
Subject: 14-037: PACCAR TX-12 Transmission Bracket Replacement
Expiration Date: 10/01/2027

FIELD SERVICE CAMPAIGN

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

Dear Peterbilt Customer,

Peterbilt Motors Company has determined that certain Model 537, 548, 567, and 579 vehicles manufactured between 01/18/2023 and 05/20/2026 have a transmission bracket that may not achieve the intended level of durability, and fractures may develop over time.

What is the problem?	The transmission bracket may not achieve the intended level of durability.
What will your dealer do?	Remove and replace the transmission bracket with a new reinforced transmission bracket.
What should you do?	Contact your dealer to schedule a repair appointment. This service may require up to 1 hour of labor.

To locate your nearest dealer please scan the QR code at the top of this letter or use Find a Dealer at www.Peterbilt.com. When scheduling this service, please refer to campaign 14-037: PACCAR TX-12 Transmission Bracket Replacement and the VIN(s) listed in this letter. There will be no charge to you if completed by 10/01/2027.

If you no longer own the vehicle(s), please send an e-mail to servicebulletins@paccar.com with the complete VIN(s) and the name and address of the new owner.

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

Sincerely,

Peterbilt Customer Service