



**PETERBILT MOTORS COMPANY**  
 A **PERCORP** COMPANY  
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 DENTON, TEXAS 76205-7864  
 940-591-4000

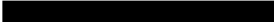
**IMPORTANT SAFETY RECALL INFORMATION**



Issued in Accordance  
 With Federal Law



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**IMPORTANT SAFETY RECALL**

Safety Recall Notice: 24PBE

# IMPORTANT SAFETY RECALL

## Interim Notification

April 5, 2024

Subject Safety Recall 24PBE – Right-Hand Shift Stalk  
NHTSA 24V190  
EXPIRATION DATE NONE  
This notice applies to your vehicle. Your VIN(s) can be found on the bottom or back of this page.

Dear Peterbilt Customer,

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

Peterbilt Motors Company has decided that a defect which relates to motor vehicle safety exists in certain Model Year 2021-2024, 365, 367, 389, 535, 536, 537, 548, 567, and 579 vehicles manufactured from 11/09/2020 through 12/23/2022 with right-hand shift stalk part numbers Q21-6165-000, Q21-6164-000, and Q21-6165-000. 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 transmission may result in the vehicle being disabled after it comes to a stop, which may increase the risk of a crash. A transmission fault will appear on the dash display if communication is lost.

<b>What is the problem?</b>	Right-hand shift stalk may have an improper wire harness terminal crimp, which may cause a loss of communication between the shift stalk and transmission and could result in the vehicle becoming disabled.
<b>What will your dealer do?</b>	When parts are available, your dealer will inspect the right-hand shift stalk and, if it is found defective, will replace the shift stalk with a new part.
<b>What should you do?</b>	There is no action required on your part at this time.

Peterbilt has initiated this recall to remedy the issue with no charge to you. Currently, parts are not available to correct this condition. However, Peterbilt is required to notify customers of the existence of the identified safety defect. You will be notified by mail when parts are available.

If any of the following warnings appear on your vehicle's digital display, proceed with caution and immediately find a safe place to pull off the roadway or out of traffic. The shifter may not be able to change gear, for example, from forward to reverse.

- Red "!" and dashes in bottom right corner of display
- Red "!" and dashes and red stop sign with "X" in top middle of display
- Red gear with "!" and red message "Transmission Fault – Stop Driving or Transmission Damage Will Occur" and transmission gear icon in bottom right corner of Tachometer with yellow exclamation mark.



If the digital display indicates "Shifting Restricted Transmission Service Required," and the vehicle will not shift out of Neutral, follow the below procedure.



1. Turn the Stalk Shifter to the "N" position.
2. Turn the ignition switch off, then on.
3. If shifter connection is restored, truck can be started and operated. Immediately move off roadway or out of traffic in safe location.
4. If shifter connection is not restored, proceed to step 5.
5. With ignition off, cycle shifter through all gear positions and then through all engine brake positions.
6. Return shifter to the "N" position.
7. Turn the ignition switch off, then on.
8. If the shifter connection is restored, truck can be started and operated. Immediately move off roadway or out of traffic in safe location.

If you require further information about this recall please contact the Peterbilt Customer Experience Department at [PB\\_Tech\\_Pubs\\_Dept@paccar.com](mailto:PB_Tech_Pubs_Dept@paccar.com).

If you conclude that Peterbilt has not enabled you to remedy this defect in a 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, we would appreciate your advising us of the new owner. Please send all known ownership and address changes to [PBDiv.Warranty.Docs@paccar.com](mailto:PBDiv.Warranty.Docs@paccar.com).

We apologize for any inconvenience this preventive procedure may cause and thank you for your participation in helping Peterbilt provide the highest levels of customer satisfaction and service expertise. We value your business and appreciate your ongoing loyalty to Peterbilt and its dealer network. Industry-leading quality, performance and reliability are hallmarks of Peterbilt products, and we thank you for making Peterbilt your truck of choice.

Sincerely,

Michelle Ponsonby  
Director of Customer Experience  
Peterbilt Motors Company

Scan this QR code to open the Peterbilt Dealer Locator.



Our records indicate that these vehicles are affected by 24PBE and are owned by [REDACTED]

