



U.S. Department
of Transportation

National Highway
Traffic Safety
Administration

Part 573 Safety Recall Report

25V569

Manufacturer Name: PACCAR Incorporated

Submission Date: Sep 02, 2025

NHTSA Recall No.: 25V569

Manufacturer Recall No.: 25PACG

Manufacturer Information

Population

Manufacturer Name: PACCAR Incorporated

Address: 777 106TH AVENUE
NORTHEAST
BELLEVUE WA, 98004

Total number of potentially involved: 13,908

Estimated percentage with defect: 1%

Vehicle Information

Vehicle 1: 2024-2026 KENWORTH W990

Product Category: Buses, Medium & Heavy Vehicles

Product Type: Tractor

Fuel / Propulsion: Compression Ignition Fuel

Production Dates: May 25, 2023 - Feb 28, 2025

Number of potentially involved: 642

Descriptive Information:

Kenworth EMUX vehicles with 15-inch digital displays that do not have a custom gauge enabled on the dashboard from the factory.

Vehicle 2: 2024-2026 KENWORTH T880

Product Category: Buses, Medium & Heavy Vehicles

Product Type: Tractor

Fuel / Propulsion: Compression Ignition Fuel

Production Dates: May 23, 2023 - Mar 04, 2025

Number of potentially involved: 7,625

Descriptive Information:

Kenworth EMUX vehicles with 15-inch digital displays that do not have a custom gauge enabled on the dashboard from the factory.

Vehicle 3: 2024-2026 KENWORTH T680

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Product Category: Buses, Medium & Heavy Vehicles

Product Type: Tractor

Fuel / Propulsion: Compression Ignition Fuel

Production Dates: May 22, 2023 - Mar 04, 2025

Number of potentially involved: 5,641

Descriptive Information:

Kenworth EMUX vehicles with 15-inch digital displays that do not have a custom gauge enabled on the dashboard from the factory.

Defect / Noncompliance Description

Description of the defect or noncompliance:

The 15-inch digital display may enter recovery mode (blue screen) without prior indication. The screen is non-responsive and may reset after a key cycle or reprogramming. This issue may result in non-compliance with multiple FMVSS/CMVSS regulations such as FMVSS/CMVSS 101, 121, 136.

FMVSS1: 101 - Control and displays

FMVSS2: 121 - Air brake systems

Description of the safety risk, including crash, fire, death, injury:

Because of a loss of speedometer and other functionality such as warnings, indicators, and gauges, the driver will not know the truck speed or the warnings that appear on the digital display. A loss of information on the digital display may increase the risk of a crash.

Description of the cause:

Display graphics processing unit (GPU) overload.

Identification of any warning that can occur:

None

Component Manufacturer

Tier of Supplier: Tier 1

Supplier Type: OEM

Name: PACCAR

Address: 10630 NE 38th Pl, Kirkland, WA 98033
Kirkland 98033

Part 573 Safety Recall Report**25V569****Country:** United States**Tier of Supplier:****Supplier Type:****Name:****Address:****Country:** United States**Involved Components****Component Name 1:** 15" Digital Display**Component Description:** 15" Digital Display**Component Part Number:** Q43-1206-100-100**Component Name 2:** 15" Digital Display**Component Description:** 15" Digital Display**Component Part Number:** Q43-1208-100-100**Chronology**

02-12-25: Safety and compliance notified. Investigation opened.

02-18-25: Ishikawa diagram analysis for failure mode in progress.

02-21-25: Engineering teams from Kenworth and display supplier Stoneridge travel to customer vehicle in Texas to inspect truck with digital display blue screen symptoms and record data.

03-31-25: Safety committee meeting held, informational. Instructed to continue collecting display behavior log data.

07-30-25: Safety committee meeting held. Determined that technical difference between Kenworth and Peterbilt display software support confining affected population to Kenworth only. The committee requested additional data regarding event occurrences in field.

08-07-25: Safety committee meeting held. All attendees but one concur in support of a non-compliance recall. Final member's feedback pending input from technical expert.

08-25-25: Technical expert feedback obtained; final concurrence for non-compliance recall.

As of 08-08-25, PACCAR received 173 warranty claims and 6 reports about 158 trucks in the field that may be related between September 2024 and April 2025. 0 reports of deaths or injuries have been received.

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Related NHTSA Recall Number: 25V436 The remedy for both this recall and 25V436 is the same software update package

Description of Remedy

Remedy Type: Software

Consumer Advisories: Do Not Drive Park Outside

Description of remedy program:

Software update to ensure a custom gauge added.

How remedy component differs from recalled component:

Vehicle display software ensuring custom gauge setting is identifiable by software revision. Digital display software 16.17-2 and later will not lead to a recovery mode screen if a custom gauge is not set.

Identify how/when recall condition was corrected in production:

On March 5th 2025, All PACCAR factories began manually setting a custom 'favorite' gauge to avoid the GPU overload that leads to the recovery mode (blue screen).

Reimbursement Plan

Manufacturer used general reimbursement plan on file.

Recall Schedule

Description of recall schedule:

Dates will be revised as dates become available.

Planned Dealer Notification Date: No Dealers

Planned Interim Owner Notification Date: No Owners

Planned Remedy Owner Notification Date: Phased Recall

Date when VIN will be searchable: