

25PACG- Kenworth 15-inch digital display may enter recovery mode (Blue Wrench Screen) and become non-compliant with FMVSS / CVMSS 101, 121, 136.

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Number

25PACG / 25V569 / 2025-448

Description

25PACG- Kenworth 15-inch digital display may enter recovery mode (Blue Wrench Screen) and become non-compliant with FMVSS / CVMSS 101, 121, 136.

Date

10/7/2025

What's New

Software is available for affected chassis. Refer to the attached chassis list for available software updates.

The 15-inch digital display in certain model year 2024-2026 Kenworth chassis may enter recovery mode (blue wrench screen) without prior indication. The screen becomes non-responsive and may result in non-compliance with FMVSS/CMVSS 101 (Controls and Displays), 121 (Air Brake Systems), 136 (Electronic Stability Control Systems for Heavy Vehicles). Because of a loss of speedometer and other functionality such as warnings, indicators, and gauges, the driver will not see 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.

Introduction

The 15-inch digital display in certain model year 2024-2026 Kenworth chassis may enter recovery mode (blue wrench screen) without prior indication. The screen becomes non-responsive and may result in non-compliance with FMVSS/CMVSS 101 (Controls and Displays), 121 (Air Brake Systems), 136 (Electronic Stability Control Systems for Heavy Vehicles). Because of a loss of speedometer and other functionality such as warnings, indicators, and gauges, the driver will not see 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.

Updated software is available for affected chassis. Refer to the attached chassis list for vehicles that require software updates.

Situation

15,179 (13,869 US and 1,310 Canada) Kenworth T680 , T880, W990 chassis equipped with EMUX architecture

and a 15-inch Digital Display that does not have a custom gauge enabled from the factory.

Resolution

Safety Recall

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. Confirm with the customer that your dealership will be the repairing location before ordering parts, if necessary.
3. Ensure all required parts have arrived before scheduling the chassis for repair. Refer to the chassis list for parts required for individual vehicles.
4. In Service Management, select Campaign **25PACG** 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
5. If you are not using Service Management to start repair orders, review SIR for "Complete" or "In Process" next to the **25PACG** campaign code prior to performing this repair.
6. Follow the procedures below to update software in the VECU3, CSG2, and DD.



NOTE

Software in all 3 modules (DD, CSG2, VECU) must be updated. Perform software update steps for each module.

Update software in the order specified in the procedures. Programming modules out of order can cause programming errors and may require module replacement in order to remedy the errors.

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

Warranty

There is no time or mileage limit for this recall. Kenworth will pay for labor to update the DD2, CSG2 and VECU3 as necessary and parts at dealer net plus applicable markup.

- 0.5 hours labor to process a PVP file and program software only for DD2, CSG2 and VECU3 using

DAVIE4. Use Use Recommended Repair Code 25PACGA

- File an additional claim for extraordinary circumstances. A claim for standard labor must be filed first.
- File the claim within 14 days in accordance with Warranty Policy.

i	NOTE
<ul style="list-style-type: none"> ◦ Chassis that complete 25PACG will also satisfy the repair for 25PACF. For 25PACG chassis, SIR will show Campaign Code 25PACG only. ◦ Chassis that completed 25PACF before 25PACG release will be marked as complete for 25PACG pre-campaign. ◦ Claims submitted for both recalls at the same time will only have one approved. 	

Take off parts disposition: N/A

PRWS CLAIM CODING			
Campaign Code:	25PACG	Campaign Type	Safety Recall
Claim Category:	Truck	Repair Type	Proactive
Customer Concern Code	225	Causal Code	93
Corrective Action Code	12	Responsibility Code:	Camp
Failure Location	037-001-002	Causal Part	Q21-1157-011-011
Supplier Code	N/A	SRT Code	B25-33A 0.5 hrs Bulletin 25PACG: Update Software For

			CSG2, DD2, VECU3 and Perform Repair Verification Per Bulletin Procedure
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Procedure

See attached procedures in the Links section

Parts

Software only – no parts required.

Links

[25PACG Software Update Procedures - KW HD](#)

[Chassis List](#)

[Customer Letter](#)

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