

# 25PACG: Kenworth 15-inch Digital Display Not Compliant with FMVSS / CMVSS 101, 121, 136

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## Number

25PACG / 25V569 / 2025-448

## Description

25PACG: Kenworth 15-inch Digital Display Not Compliant with FMVSS / CMVSS 101, 121, 136

## Date

10/7/2025

## What's New

Parts and procedures are now available for chassis that require hardware upgrades. Refer to the Parts Matrix for required parts by chassis.

## Introduction

Parts and procedures are now available for chassis that require hardware upgrades. Refer to the Parts Matrix for required parts by chassis.

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 is non-responsive and may result in non-compliance with FMVSS/CMVSS 101 (Controls and Displays), 121 (Air Brake Systems), and 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 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.

## Situation

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15,219 (13,909 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

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### Safety Recall



#### NOTE

- 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.

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 Parts

Matrix 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 to update software in the Vehicle Electronic Control Unit (VECU-3), Central Security Gateway (CSG2), and Digital Display (DD2) and, if necessary, replace modules as specified on the Parts Matrix.



#### NOTE

Software in all 3 modules (DD2, CSG2, VECU-3) must be updated.

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

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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 **10/07/2025**, Kenworth will pay for labor to update the DD2, CSG2 and VECU-3 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 Recommended Repair Code **25PACGA**.
- For chassis that require parts replacement, use editable Recommended Repair Code **25PACGB** specifying the parts replaced (from Parts Matrix) and software update. Use appropriate SRT codes (listed below).
- 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.

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

Take off parts disposition: Destroy 30 days after claim is paid

<b>PRWS CLAIM CODING</b>			
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	<p><b>B25-33A:</b>  <b>0.5 hrs</b>  Bulletin  25PACG:  Update  Software  For CSG2,  DD2,  VECU-3  and  Perform  Repair  Verification  Per  Bulletin  Procedure</p> <p><b>B25-33B:</b>  <b>0.3 hrs</b>  Bulletin  25PACG:  DD2 R&amp;R  Per  Bulletin  Procedure</p> <p><b>B25-33C:</b>  <b>0.2 hrs</b>  Bulletin  25PACG:  CSG2  R&amp;R Per  Bulletin  Procedure</p> <p><b>B25-33D:</b>  <b>0.3 hrs</b>  Bulletin  25PACG:  VECU-3  R&amp;R Per</p>

			<p>Bulletin Procedure</p> <p><b>B25-33E:</b>  <b>0.2 hrs</b>  Bulletin  25PACG:  VCAN-2  Jumper  Harness  Installation  Per  Bulletin  Procedure</p> <p><b>B25-33F:</b>  <b>0.2 hrs</b>  Bulletin  25PACG:  Access To  CSG2,  VCAN-2  Jumper  Harness  and  VECU-3  (Can be  used once  per claim)</p>
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### Procedure

**Please follow your dealership's safety procedures and precautions to ensure the vehicle can be safely repaired and maintained.**

For chassis listed as **Phase 1** on the attached chassis list, follow the software update procedures below. Hardware replacement is not required.

For chassis listed as **Phase 2**, refer to the attached **Parts Matrix** for chassis-specific replacement requirements. Follow the appropriate attached procedures to replace and program VECU-3, DD2, and

CSG2 as necessary.

**NOTE**

Software in all 3 modules (DD2, CSG2, VECU-3) must be updated.

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.

## Parts

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See attached **Parts Matrix** for parts required for each chassis.

## Links

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

[25PACG Module Replacement Procedures - KW HD](#)

[Chassis List](#)

[Chassis List - Parts Matrix](#)

[Customer Letter - US](#)

[Customer Letter - Canada](#)

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Authored by: JB3 / BDS

## Revision History

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12/08/2025: Hardware replacement procedures have been added for chassis requiring new components.

10/07/2025: Original publish date: Software only