



Federal Recall Information

19PBE

Supplier

Peterbilt

Description

Safety Recall - Back of Sleeper Reflective Conspicuity Tape Location

Release Date

11/4/2019

Introduction

Peterbilt Motors Company has determined that a regulatory non-compliance, may exist in certain model 579 vehicles manufactured between 8/26/2019 and 9/12/2019. On certain trucks, the reflective conspicuity tape on the back wall of the sleeper box was installed in incorrect locations. FMVSS 108 Section S8 2.4.2 regulations require the conspicuity tape to be placed in specific areas. A truck that does not have properly placed conspicuity tape may be less visible to others and could create an increased risk of a crash. Vehicles operating without a trailer may be cited for incorrect tape location and fail an annual truck inspection.

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. If you are not using Service Management to start repair orders, review SIR for "Complete" or "In Process" next to the 19PBE campaign code prior to performing this repair.
3. Follow the procedures below to remove and replace the reflective conspicuity tape.

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

There is no time or mileage limit for this recall. Peterbilt will pay for parts at dealer net plus applicable mark up and labor:

- 0.3 hours to inspect the location of the reflective conspicuity tape. Use Quick Claim Code 19PBE.
 - This labor is for inspection only. **It is not applicable for trucks that require the tape installed in the correct location.**
- 0.3 hours to install new tape in the correct location. Use Quick Claim Code 19PBEP.
 - This labor includes the inspection of the tape location and installation of new reflective tape in the correct location.
- File an additional claim for extraordinary circumstances, referencing 19PBE. File an additional claim for extraordinary circumstances. A quick claim for standard labor must be filed first

For Field...	Enter...
Failure Location	002-015-008
Failure Type	705
Claim Type	C
Labor: 002-A90	0.3 hours to install the new Reflective Conspicuity Tape in the correct location - includes time to remove the old tape if desired.

Take off parts disposition: Destroy parts 30 days after the claim has been paid.

Parts

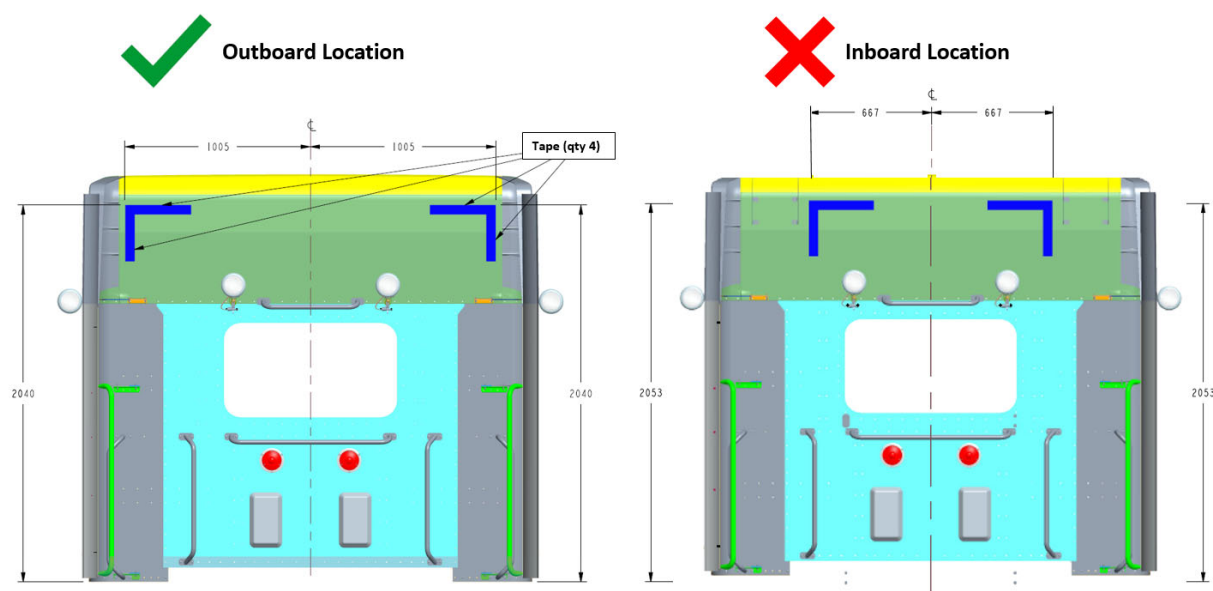
Parts are available through PACCAR Parts.

Quantity	Part Number	Description
4	051138-67638	White Reflective Tape 2 in x 12 in

Procedure

1. Refer to Figure 1 and inspect the location of the Reflective Conspicuity Tape.
2. If the tape is located in the inboard location, continue to the next step. Removal of the tape in the inboard location is not required. If the tape is removed, use an adhesive cleaner that is appropriate for use on painted surfaces to remove the tape residue.
3. Clean the new installation surface and install the new tape in the outboard location as shown in Figure 1.

Figure 1



Attachments

[Chassis List](#)
[Customer Letter – US](#)
[Customer Letter – Canada](#)
[Customer Letter – Canada \(French\)](#)

Authored by: PR

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Select the date.

IMPORTANT SAFETY RECALL

This notice applies to your vehicle. Your VIN(s) can be found on the bottom or back of this page.

Subject: Safety Recall 19PBE – Back of Sleeper Reflective Conspicuity Tape Location
NHTSA 19V733
EXPIRATION DATE: NONE

Dear Peterbilt Customer,

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

Peterbilt has decided that certain Model 579 vehicles manufactured between 8/26/2019 and 9/12/2019 fail to conform to Federal Motor Vehicle Safety Standard No. 108: Lamps, Reflective Devices, and Associated Equipment. Reflective conspicuity tape may have been installed incorrectly on the sleeper box back wall of certain vehicles. A truck that does not have properly placed conspicuity tape may be less visible to others and could create an increased risk of a crash. Tractors operating without a trailer may be cited for incorrect tape location or fail an annual truck inspection.

What is the problem?	Conspicuity tape on the sleeper box back wall may have been incorrectly installed.
What will your dealer do?	Inspect the location of the existing conspicuity tape and install new tape, if necessary.
What should you do?	Contact your Peterbilt dealer to schedule an appointment for this repair.

Peterbilt Motors Company has initiated this recall to remedy this issue with no charge to you. Please contact your Peterbilt dealer to schedule an appointment for these services. To find your Peterbilt dealer, please visit the Dealer Locator at www.Peterbilt.com or scan the QR code. This repair may take up to 1 hour of labor depending on dealer scheduling.

If you had this repair performed before receiving this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall. Receipts for parts and/or labor are required for consideration of reimbursement.

If you require further information about this recall, reimbursement of a pre-notification remedy associated with this recall, or experience any difficulty in making arrangements for this repair, please contact: Peterbilt Motors Company, 1700 Woodbrook St, Denton, TX 76205, Attn: Customer Services Department, phone 940-591-4220.

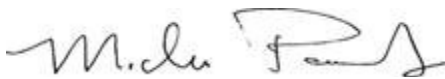
If you conclude that Peterbilt has not enabled you to remedy this defect in a reasonable time and without charge, you may submit a complaint to: Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, DC 20590, or call the toll free Vehicle Safety Hotline 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 you advising us of the new owner if you know their name.

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 Service
Peterbilt Motors Company

Scan this QR code to open the
Peterbilt Dealer Locator.

