

IMPORTANT SAFETY RECALL

Subject: Safety Recall 18PBB / 20PBC – Tractor ABS Lamp Issue
NHTSA Recall numbers – 18V368 / 20V199
This notice applies to your vehicle; VIN

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 certain Model Year 2008 through 2018 Model 320, 365, 367, 384, 386, 388, 389, 3895, 567, 5795, and 579 vehicles manufactured from January 10, 2007 through June 02, 2017 fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 121 - Air brake systems and 136 - Electronic Stability Control Systems on Heavy Vehicles.

The Tractor ABS lamp may not illuminate when the vehicle experiences a loss of battery and/or ignition power to the ABS controller. Unknowingly operating a vehicle with an inoperative ABS system could lead to an increased risk of an accident or injury.

What is Peterbilt Improving?	The Tractor ABS Lamp may not illuminate when vehicle experiences a loss of battery and/or ignition power to the ABS controller.
What will this improvement do?	Dealers will update the vehicle software to improve ABS Illumination.
What you must do ...	Contact your Peterbilt Dealer to schedule an appointment for repair

Peterbilt has initiated a recall to update the vehicle software. This repair should take approximately 1.0 hour and will be performed at no charge to you. Please contact your Peterbilt dealer immediately to schedule an appointment for this repair. To find your nearest Peterbilt dealer, please visit Dealer Locator at www.Peterbilt.com or scan the QR Code. If you had this repair performed before you received 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.

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 Motors Company has not enabled you to remedy this noncompliance in 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 if you know their name.

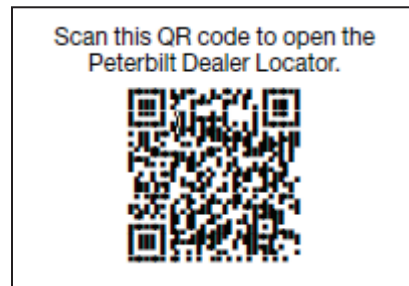
We apologize for any inconvenience this preventive procedure may cause and thank you for your participation in helping Peterbilt provide the highest levels of customer satisfaction and service expertise.

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





Federal Recall Information

18PBB

Supplier

Peterbilt

Description

The Tractor ABS Lamp May Not Illuminate When ABS Controller Loses Battery and/or Ignition Power

Release Date

7/16/2018

Introduction

Peterbilt Motors Company has decided that certain Model Year 2008 through 2018 vehicle Models 330, 335, 337, 340, 348, 365, 367, 384, 386, 389, 520, 567, 579, and 587 manufactured between January 10, 2007 and June 02, 2017 fail to conform to the following standards:

- U.S. Federal Motor Vehicle Safety Standard (FMVSS) No. 121 - Air brake systems.
- [FMVSS No. 136 – Electronic Stability Control Systems on Heavy Vehicles.](#)
- Canada Motor Vehicle Safety Standard (CMVSS) No. 121 - Air brake systems.
- [CMVSS No. 136 – Electronic Stability Control Systems on Heavy Vehicles.](#)

If the Tractor ABS controller loses battery and /or ignition power (e.g. the fuse blows) the ABS system becomes inoperative. In some configurations, the ABS warning lamp on the dash does not illuminate. Unknowingly operating a vehicle with an inoperative ABS system could lead to an increased risk of an accident or injury. Fleet vehicles may be included in this recall and/or in Safety Recall 20PBC. Check the attached chassis list to verify vehicles that are eligible for repair.

Resolution

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.
 - **Not all vehicles on the attached chassis list are eligible for repair at this time. Additional chassis will be flagged in SIR as the repair path becomes available.**
2. If you are not using Service Management to start repair orders, review SIR for "Complete" or "In Process" next to the "18PBB" or "43-063" campaign code prior to performing this repair.
 - **If both campaigns show "Open", file a warranty claim for 43-063. Dealers will only be paid for one of the open campaigns, not both.**
 - If one of these campaigns is closed, no work is required.
 - Both of these campaigns are resolved by the same software update. When the warranty claim is processed, Peterbilt Warranty will "Complete" the 18PBB recall.
3. Follow the procedures below to update the NAMUX software to the latest available version and verify certain software parameters per comparison report.

This bulletin will be updated as software updates are made available for more chassis.

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, though the repair instructions may be superseded by future software enhancement bulletins. Peterbilt will pay for labor to update the software:

- 0.20 hours labor for the software update. Use Quick Claim Code 18PBB.
- File an additional claim for extraordinary circumstances. A quick claim for standard labor must be filed first.

For Field...	Enter...
Failure Location	003-001-989
Failure Type	705
Claim Type	C
Campaign Number	18PBB
SRT 18B-20C	0.20 hours labor to update ESA parameters.

Parts

No parts required, software only

Procedure

Install the latest available version of NAMUX software.

Refer to bulletin [03-064](#) ESA Best Practices and the appropriate attached procedure based on the NAMUX version. Refer to bulletin [03-065](#) for any NAMUX2.5 vehicles that have not been updated to NAMUX2 software

Attachments

[Software Procedure](#)

[18PBB Chassis List](#)

[18PBB USA Customer Letter](#)

[18PBB Canada Customer Letter](#)

Revision

04/30/2020 - Updated bulletin with software procedure and final customer letters, warranty and resolution sections and added Phase 1 of eligible trucks for the software update to the chassis list.

04/27/2020 - Updated start and end dates.

04/17/2020 - Updated chassis list.

08/03/2018 - Added chassis list for phase 1 and customer letters.

Authored by: DKH

Access to PACCAR's Enterprise Portal is provided as a benefit of doing business with PACCAR. All applications and content accessed through this system are confidential and proprietary and the property of PACCAR Inc and its suppliers, and must be kept strictly confidential pursuant to the contract licensing such access. Disclosure, publication, release or distribution of any material found on PACCAR systems to any person other

than employees with a need to know such information is strictly prohibited. All activity on this system is monitored. If PACCAR suspects or discovers any unauthorized activity, access may be immediately terminated without prior notification. Violators may be subject to legal action.

© Copyright 2020 PACCAR Inc. All rights reserved. We welcome your [feedback](#) on this page. For technical questions or concerns about this page, please contact the [DealerNet Webmaster](#).