

21PBN – LNG/CNG Methane Detection System Will Not Warn Operator if System Loses Power – NHTSA ID: 21V00N, TC: 2021-793

Number

21PBN

Supplier

Peterbilt

Description

21PBN – LNG/CNG Methane Detection System Will Not Warn Operator if System Loses Power – NHTSA ID: 21V00N, TC: 2021-793

Date

1/7/2022

What's New

Safety Recall – Methane detection system will not warn the operator if the system loses power. The driver could be unaware of an issue with the methane detection system or excessive methane present, increasing the risk of a fire, crash and/or personal injury. The repair procedure will be added when it is available.

Introduction

On certain LNG and CNG vehicles, the methane detection system may not function as designed. The driver may not be alerted by warning lamp and buzzer if the methane detection system loses power.

Situation

244 (241 US / 3 Canada) Model 536, 567 and 579 chassis model year 2016 through 2022 LNG and CNG vehicles built from 06/01/2015 through 11/30/2021 with a methane detection system.

Resolution

Safety Recall

This bulletin will be updated when the repair procedure is available.

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.

Links

[Chassis List](#)

[Interim US Customer Letter](#)

[Interim Canada Customer Letter - English](#)

Date

AVIS DE RAPPEL IMPORTANT Notification provisoire

Cet avis concerne votre véhicule. Votre (vos) NIV(s) se trouve(nt) au bas ou au verso de la présente.

Objet : Rappel de sécurité : 21PBN – Le système de détection de méthane LNG/CNG n’alertera pas s’il perd de la puissance
Rappel de Transport Canada : 2021-793
DATE D’EXPIRATION : AUCUNE

Cher client Peterbilt,

Le présent avis vous est envoyé conformément aux exigences de la *Loi sur la sécurité automobile*. La présente a pour but de vous informer que votre véhicule est susceptible d’avoir un défaut qui pourrait porter atteinte à la sécurité humaine.

Peterbilt a constaté qu’une défectuosité reliée à la sécurité des véhicules automobiles est présente dans certains véhicules de modèles 536, 567 et 579 LNG et CNG équipés d’un système de détection de méthane. Il est possible que le système de détection de méthane ne fonctionne pas tel que prévu et que le chauffeur ne soit pas alerté si le système de détection de méthane perd de la puissance. Le chauffeur pourrait ignorer qu’il y a un problème avec le système de détection de méthane, ou une présence excessive de méthane, augmentant le risque d’incendie, d’accident et/ou de blessure.

Quel est le problème ?	Il est possible que le chauffeur ne soit pas alerté par une lampe témoin et un vibreur d’alerte si le système de détection de méthane perd de la puissance,
Que fera votre concessionnaire ?	Lorsque la procédure de réparation sera disponible, votre concessionnaire corrigera le système de détection de méthane afin qu’il fonctionne tel que prévu.
Que devriez-vous faire ?	Aucune action n’est présentement requise de votre part. On vous avisera, par la poste, lorsque la réparation sera disponible.

Peterbilt Motors Company a mis en place ce rappel afin de remédier au problème, sans frais. **Présentement, la procédure de réparation pour corriger cette condition n’est pas disponible.** Cependant, Peterbilt se doit d’informer ses clients de l’existence de la défectuosité reliée à la sécurité ayant été identifiée. **On vous avisera, par la poste, lorsque la procédure de réparation sera disponible.**

Si vous avez besoin de plus d’information au sujet de ce rappel, d’un remboursement pour avoir remédié sans préavis au problème associé à ce rappel, ou rencontrez des difficultés à obtenir un rendez-vous pour cette réparation, veuillez communiquer avec Peterbilt Motors Company, 1700 Woodbrook St, Denton, TX 76205, à l’attention du département du service à la clientèle.

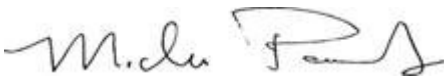
Pour de l’information additionnelle au sujet de ce rappel, vous pouvez communiquer avec Transport Canada au 1-800-333-0510.

La loi fédérale nécessite de tout bailleur de véhicules qui reçoit cet avis de rappel d’en faire parvenir une copie à toute personne ayant loué un véhicule et ce, dans un délai de dix jours. Si ce véhicule ne vous appartient plus, nous apprécierions que vous nous fassiez part du nom du nouveau propriétaire, si vous le connaissez.

Nous nous excusons pour tout inconfort causé par cette procédure préventive et vous remercions de votre participation afin d’aider Peterbilt à offrir les plus hauts niveaux de satisfaction de la clientèle et d’expertise de service.

Nous apprécions votre entreprise ainsi que votre constante fidélité envers Peterbilt et son réseau de concessionnaires. Les produits Peterbilt se distinguent en étant leader de l’industrie en matière de qualité, performance et fiabilité et nous vous remercions de faire d’un Peterbilt votre camion préféré.

Salutations,



Michelle Ponsonby
Directrice du service à la clientèle
Peterbilt Motors Company

Scan this QR code to open the
Peterbilt Dealer Locator.



Select the date.

IMPORTANT SAFETY RECALL Interim Notification

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

Subject: Safety Recall: 21PBN – LNG/CNG Methane Detection System Will Not Warn if System Loses Power
Transport Canada Recall: 2021-793
EXPIRATION DATE: NONE

Dear Peterbilt Customer,

This notice is sent to you in accordance with the requirements of the Motor Vehicle Safety Act. This is to inform you that your vehicle may contain a defect that could affect the safety of a person.

Peterbilt has decided that a defect which relates to motor vehicle safety exists in certain Model 536, 567 and 579 LNG and CNG vehicles equipped with a methane detection system. The methane detection system may not function as designed and the driver may not be alerted if the methane detection system loses power. The driver could be unaware of an issue with the methane detection system, or excessive methane present, increasing the risk of a fire, crash and/or personal injury.

What is the problem?	The driver may not be alerted by warning lamp and buzzer if the methane detection system loses power.
What will your dealer do?	When the repair procedure is available, your dealer will correct the methane detection system to function as designed.
What should you do?	There is no action required on your part at this time. You will receive a letter notifying you when the repair is available.

Peterbilt Motors Company has initiated this recall to remedy the issue with no charge to you. **Currently, the repair procedure is unavailable to correct this condition.** However, Peterbilt is required to notify customers of the existence of the identified safety defect. **You will be notified by mail when the repair procedure becomes available.**

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 Service Department.

For additional information about the recall, you can contact Transport Canada at 1-800-333-0510.

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

Select the date.

IMPORTANT SAFETY RECALL Interim Notification

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Subject: Safety Recall: 21PBN – LNG/CNG Methane Detection System Will Not Warn if System Loses Power
NHTSA: 21V00N
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 a defect which relates to motor vehicle safety exists in certain Model 536, 567 and 579 LNG and CNG vehicles equipped with a methane detection system. The methane detection system may not function as designed and the driver may not be alerted if the methane detection system loses power. The driver could be unaware of an issue with the methane detection system, or excessive methane present, increasing the risk of a fire, crash and/or personal injury.

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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 your advising us of the new owner if you know their name.

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