

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

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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

Repair parts and procedures are now available to rewire portions of the methane detection system to enable warning functions during power loss. The methane detection system will not warn the operator if the system loses power. The operator could be unaware of an issue with the methane detection system or excessive methane present, increasing the risk of a fire, crash, or injury.

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

Service all affected chassis 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. In Service Management, select Campaign 21PBN 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.
3. If you are not using Service Management to start repair orders, review SIR for "Complete" or "In Process" next to the "21PBN" campaign code prior to performing this repair.
4. Follow the procedures below to rework the methane detection wiring.

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

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

- 1.2 hours labor to rework the methane detection wiring on 2.1m Heavy Duty Models 567 and 579. Use Quick Claim Code 21PBNA.
- 1.6 hours labor to rework the methane detection wiring on 2.1m New Medium Duty Model 536 with Right Hand Warning Light. Use Quick Claim Code 21PBNB.
- 1.2 hours labor to rework the methane detection wiring on 2.1m New Medium Duty Model 536 without Right Hand Warning Light. Use Quick Claim Code 21PBNC.
- File an additional claim for extraordinary circumstances. A quick claim for standard labor must be filed first.
- File the claim within 14 days in accordance with Warranty Policy.

PRWS CLAIM CODING			
Campaign Code:	21PBN	Campaign Type	Safety Recall
Claim Category:	Truck	Repair Type	Proactive
Customer Concern Code	029	Causal Code	A1
Corrective Action Code	12	Responsibility Code:	Camp
Failure Location	051-006-014	Causal Part	18138
Supplier Code	N/A	SRT Code	B21-100 1.6hrs New Medium Duty with RH Warning Light B21-101 1.2 Hrs New Medium Duty Without RH Warning Light B21-102 1.2 hrs 2.1m HD

Procedure

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

Locate the appropriate rework procedure in the Links section.

Parts

Parts are available from PACCAR Parts.

Quantity	Part Number	Description
1*	S92-1250-1000	Spare Power Harness (if not previously installed)
1	Source Locally	5A Fuse
1	Source Locally	Wire, Red, 18ga TXL (see procedures for individual lengths needed)
1	Source Locally	Wire ButtsplICE (appropriate sizes for spliced wires - see procedures)
1	Source Locally	Wire Label(s)
1	Source Locally	Heat Shrink Tubing
1	Source Locally	Cable Ties

* Only necessary if harness is not installed in vehicle.

Links

[Chassis List](#)

[21PBN 2.1m HD Procedures for models 567 and 579](#)

[21PBN 2.1m NMD Procedure for model 536](#)

[21PBN US Customer Letter](#)

[21PBN Canada English Customer Letter](#)

[21PBN Canada French Customer Letter](#)

Authored by: D. Cook

Revision History

11/08/2022 - Converted bulletin from Interim to Final

01/18/2022 - Added the Transport Canada number and attached the Interim Customer Letters and the Chassis List

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: 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 year 2016 through 2022, 536, 567 and 579 LNG and CNG vehicles manufactured during 06/01/2015 through 11/30/2021 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, or injury.

<i>What is the problem?</i>	The driver may not be alerted by warning lamp and buzzer if the methane detection system loses power.
<i>What will your dealer do?</i>	Rework the methane detection system to function properly.
<i>What should you do?</i>	Please contact your Peterbilt dealer to schedule this repair.

Peterbilt Motors Company has initiated this recall to remedy the 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. When contacting your Peterbilt dealer, reference the Safety Recall number, NHTSA number and VIN(s) listed in this letter. This repair may take up to two hours 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. Contact your local Peterbilt dealership for details.

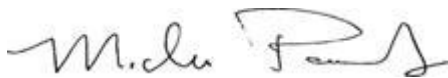
If you require further information about this recall, or experience any difficulty in making arrangements for this repair, please contact: Peterbilt Motors Company, 1700 Woodbrook St, Denton, TX 76205, Attn: Customer Service Department.

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. Please send all known ownership and address changes to PBDiv.Warranty.Docs@paccar.com.

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 **IMPORTANT AVIS DE RAPPEL DE SÉCURITÉ**

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, 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.

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 year 2016 through 2022, 536, 567 and 579 LNG and CNG vehicles manufactured during 06/01/2015 through 11/30/2021 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, or injury.

<i>What is the problem?</i>	The driver may not be alerted by warning lamp and buzzer if the methane detection system loses power.
<i>What will your dealer do?</i>	Rework the methane detection system to function properly.
<i>What should you do?</i>	Please contact your Peterbilt dealer to schedule this repair.

Peterbilt Motors Company has initiated this recall to remedy the 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. When contacting your Peterbilt dealer, reference the Safety Recall number, Transport Canada number, and VIN(s) listed in this letter. This repair may take up to two hours 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. Contact your local Peterbilt dealership for details.

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. Please send all known ownership and address changes to PBDiv.Warranty.Docs@paccar.com.

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

Sélectionner la date

IMPORTANT AVIS DE RAPPEL DE SÉCURITÉ

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'avertira 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 ou de blessure.

Quel est le problème ?

Il est possible que le chauffeur ne soit pas alerté par un témoin lumineux et un avertisseur sonore si le système de détection de méthane perd de la puissance,

Que fera votre concessionnaire ?

Réviser le système de détection de méthane afin qu'il fonctionne adéquatement.

Que devriez-vous faire ?

Communiquer immédiatement avec votre concessionnaire afin de prendre rendez-vous pour une date de réparation qui coïncide avec la disponibilité des pièces.

Peterbilt Motors Company a mis en place ce rappel afin de remédier au problème, sans frais. Veuillez communiquer avec votre concessionnaire Peterbilt afin de prendre rendez-vous pour ces services. Pour trouver votre concessionnaire Peterbilt, veuillez consulter Dealer Locator sur www.Peterbilt.com ou balayer le code à barres. Au moment de communiquer avec votre concessionnaire Peterbilt, vous référer au numéro de rappel de sécurité, au numéro de Transport Canada, ainsi qu'au(x) NIV(s) cité(s) à la présente. Cette réparation peut nécessiter jusqu'à deux heures de main-d'œuvre selon la disponibilité du concessionnaire.

Si vous avez fait effectuer cette réparation avant la réception de la présente, vous pourriez être admissible à un remboursement de vos frais pour avoir remédié sans préavis au problème associé à ce rappel. Des reçus pour les pièces et/ou la main-d'œuvre sont requis en considération d'un remboursement. Communiquez avec votre concessionnaire Peterbilt local pour les détails.

Pour de l'information additionnelle au sujet du 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. Veuillez faire parvenir toute information relative au droit de propriété ainsi qu'à l'adresse à PBDiv.Warranty.Docs@paccar.com.

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.

