

23PBH: Interim Safety Recall - 567 and 579 Air Tank U-Bolts Chafing Fuel Tank

Number

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23PBH / 23V 653 / 2023-530

Supplier

Peterbilt

Description

Interim Safety Recall - 567 and 579 Air Tank U-Bolts Chafing Fuel Tank

Date

10/19/2023

What's New

Interim Safety Recall

Certain model year 2021 to 2024, 567 and 579 vehicles built from 06/22/2020 through 06/16/2023 were equipped with air tank bracket G11-6439-009 mounted behind a fuel tank without a frame spacer. The air tank mounting U-bolts are different lengths and may contact the fuel tank, which can result in a hole and the potential for a fuel leak. Leaking fuel may lead to an increased risk of a fire.

At this time, parts are not yet available to complete the necessary repairs. Once parts become available, this bulletin will be updated.

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: 23PBH: 567 and 579 Air Tank U-Bolt Chafing Fuel Tank
Transport Canada Recall: 2023-530
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 may exist in certain model year 2021 to 2024, 567 and 579 vehicles built from 06/22/2020 through 06/16/2023 and equipped with air tank bracket G11-6439-009 mounted behind a fuel tank without a frame spacer. The air tank mounting U-bolts are different sizes and may contact the fuel tank, which can result in a hole and the potential for a fuel leak. Leaking fuel may lead to an increased risk of a fire.

<i>What is the problem?</i>	Air tank mounting U-bolts of different lengths were used and may come into contact with the fuel tank which can result in a hole leading to a fuel leak and an increased risk of a fire.
<i>What will your dealer do?</i>	At this time, parts necessary to remedy the issue are not available. You will receive an updated letter once parts become available.
<i>What should you do?</i>	There is no action required on your part at this time.

Peterbilt Motors Company has initiated this recall to remedy the issue with no charge to you. Currently, parts needed to remedy this issue are unavailable. However, Peterbilt is required to notify customers of the existence of the identified safety defect. You will be notified by mail when parts become available.

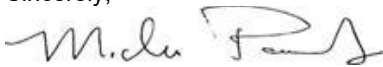
If you require further information about this recall or experience any difficulty in making arrangements for this repair, please contact the Peterbilt Customer Experience Department at PB.Tech.Pubs.Dept@paccar.com.

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 Experience
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: 23PBH: 567 and 579 Air Tank U-Bolt Chafing Fuel Tank
NHTSA: 23V 653
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 may exist in certain model year 2021 to 2024, 567 and 579 vehicles built from 06/22/2020 through 06/16/2023 and equipped with air tank bracket G11-6439-009 mounted behind a fuel tank without a frame spacer. The air tank mounting U-bolts are different sizes and may contact the fuel tank, which can result in a hole and the potential for a fuel leak. Leaking fuel may lead to an increased risk of a fire.

What is the problem?	Air tank mounting U-bolts of different lengths were used may and come into contact with the fuel tank which can result in a hole leading to a fuel leak and an increased risk of a fire.
What will your dealer do?	At this time, parts necessary to remedy the issue are not available. You will receive an updated letter once parts become available.
What should you do?	There is no action required on your part at this time.

Peterbilt Motors Company has initiated this recall to remedy the issue with no charge to you. Currently, parts needed to remedy this issue are unavailable. However, Peterbilt is required to notify customers of the existence of the identified safety defect. You will be notified by mail when parts become available.

If you require further information about this recall or experience any difficulty in making arrangements for this repair, please contact the Peterbilt Customer Experience Department at PB.Tech.Pubs.Dept@paccar.com.

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 Experience
Peterbilt Motors Company

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Sélectionner la date

IMPORTANT RAPPEL DE SÉCURITÉ

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 : 23PBH – Boulon en U du réservoir d'air qui frotte sur le réservoir de carburant sur modèles 567 et 579
Rappel de Transport Canada : 2023-530
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 567 et 579 des années 2021 à 2024, fabriqués entre le 22/06/2020 et le 16/06/2023, équipés d'un support de réservoir d'air G11-6439-009 installé derrière un réservoir de carburant sans une entretoise de longeron. Les boulons en U d'assemblage du réservoir d'air sont de différentes dimensions et peuvent être en contact avec le réservoir de carburant, ce qui pourrait causer un trou et la possibilité d'une fuite de carburant. Une fuite de carburant peut générer une augmentation du risque d'incendie.

Quel est le problème ?

Des boulons en U d'assemblage du réservoir d'air de différentes longueurs ont été utilisés et peuvent entrer en contact avec le réservoir de carburant, ce qui pourrait causer un trou et générer une fuite de carburant et une augmentation du risque d'incendie.

Ce que fera votre concessionnaire ?

Présentement, les pièces nécessaires afin de remédier à ce problème ne sont pas disponibles. Vous recevrez une lettre de mise à jour une fois que les pièces seront disponibles.

Ce que vous devriez faire ?

Aucune action n'est requise de votre part présentement.

Peterbilt Motors Company a mis en place ce rappel afin de remédier au problème, sans frais. Présentement, les pièces nécessaires afin de remédier à ce problème ne sont pas encore disponibles. Cependant, Peterbilt se doit d'aviser ses clients de la présence de la défectuosité concernée et reliée à la sécurité. Vous serez avisé, par la poste, lorsque les pièces seront disponibles.

Si vous avez besoin de plus d'information au sujet de ce rappel ou rencontrez des difficultés à prendre rendez-vous pour cette réparation, veuillez communiquer avec le département de l'expérience client de Peterbilt sur PB.Tech.Pubs.Dept@paccar.com.

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. Veuillez faire parvenir toute information relative au nouveau propriétaire et son 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 Ponsoby
Directrice de l'expérience client
Peterbilt Motors Company

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