

25PBB: New Medium Duty and Model 567 Exterior Lighting Programming

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Number

25PBB / NHTSA #: 25V041 / Transport Canada #: 2025-036

Supplier

PACCAR

Description

Safety Recall – New Medium Duty and Model 567 Exterior Lighting Programming

Date

2/7/2025

What's New

Safety Recall

The Exterior Lighting Switch (ELS) in certain Model 535, 536, 537, 548, and 567 chassis may not function and can be reset only by a key cycle. This issue may result in non-compliance with FMVSS/CMVSS 101 and 108.

Affected chassis must have the Vehicle Software updated.

Campaign start date is **03/17/2025**.

Introduction

The Exterior Lighting Switch (ELS) in certain Model 535, 536, 537, 548, and 567 chassis may not function and can be reset only by a key cycle. This issue may result in non-compliance with the following US Federal Motor Vehicle Safety Standards (FMVSS) or Canadian Motor Vehicle Safety Standards (CMVSS) Regulations:

- FMVSS 101 - Controls and Displays
- FMVSS 108 - Lamps, Reflective Devices, and Associated Equipment
- CMVSS 101 - Controls, Tell-tales, Indicators, and Sources of Illumination
- CMVSS 108 - Lamps, Reflective Devices, and Associated Equipment.

If the ELS fails, the hazard lights and the backlight brightness adjustment may not function. As a result, the lack of hazard lights may not alert other drivers. Failure to adjust the backlight brightness may distract the operator or make it difficult to see critical safety information, which may increase the risk of a crash.

Warning which can precede condition: None

Situation

2,883 (2,693 US and 190 Canada) Vehicle Model Year 2024-2026 535, 536, 537, 548, and 567 chassis built from

4/13/2023 through 12/20/2024.

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.
2. In Service Management, select Campaign **25PBB** 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” next to the **25PBB** Campaign code prior to performing this repair.
4. Follow the procedures below to update software in Vehicle Electronic Control Unit (VECU3), Digital Display (DD), and Communications {Central} Security Gateway (CSG2).

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.

Starting **03/17/2025**, Peterbilt will pay for parts at dealer net plus applicable mark-up and labor:

- 0.5 hours to update VECU, Digital Display, and CGS2 software. Use Recommended Repair code **25PBB**.
- For supplemental repairs, file a long form claim and use code **25PBB** in the Campaign Code field.
- File the claim within 7 days in accordance with warranty policy.

Take-Off Parts Disposition: N/A

PRWS CLAIM CODING			
Campaign Code:	25PBB	Campaign Type	Safety Recall
Claim Category:	Truck	Repair Type	Proactive
Customer Concern Code	225	Causal Code	93
Corrective Action Code	12	Responsibility Code:	CAMP-Campaign
Failure Location	003-006-003	Causal Part	Q21-1157-013-013
Supplier Code	Peterbilt	SRT Code	B25-08A 0.5 hrs Update software for VECU3, CSG2 and DD and perform repair verification per bulletin procedure

Procedure

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

Read all steps before beginning.

Ensure that DAVIE4 is up to date before connecting to a chassis for diagnostics or attempting to update any software.

1. Process a PVP file for the chassis

- a. Open PACCAR Vehicle Pro.
- b. Enter the chassis number.
- c. Select SAVE AND CONTINUE.
- d. Select SUBMIT.

2. Connect a battery charger during programming.

3. Update software for VECU3, CSG2, and DD using DAVIE4.

- a. Connect DAVIE4 using NEXIQ adapter and 9-pin diagnostic connector.
- b. Connect ethernet cable



- c. Download updated software for VECU3, CSG2 and DD following the prompts in DAVIE4.
- d. Program VECU3, CSG2 and DD with updated software.

4. Clear any faults generated during programming.

5. Run a Vehicle Check. Verify the following software levels in the software I pane:

- Component Group **1220** (VECU3) should show **2469431**
- Component Group **1268** (CSG2) should show **2434348**
- Component Group **1027** (DD) should show **2467667**

6. Disconnect DAVIE4 and battery charger.

Links

[25PBB FINAL US Customer Letter](#)

[25PBB FINAL US Customer Letter - Spanish](#)

[25PBB FINAL Canadian Customer Letter](#)

[25PBB FINAL Canadian Customer Letter - French](#)

[25PBB PB Chassis List - Bulletin](#)

Revision History

3/17/2025: Updated interim bulletin to final. Procedures and software are now available.



Peterbilt Motors Company
Customer Experience
1700 Woodbrook St.
Denton, TX 76205
(940) 591-4000

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: 25PBB New Medium Duty and Model 567 Exterior Lighting Programming
NHTSA: 25V041
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 determined that certain Vehicle Model Year 2024-2026 535, 536, 537, 548, and 567 vehicles manufactured from 4/13/2023 through 12/20/2024 fail to conform to Federal Motor Safety Standard ("FMVSS") No. 101, "Controls and Displays" and FMVSS No. 108, "Lamps, Reflective Devices, and Associated Equipment."

The Exterior Lighting Switch ("ELS") in certain vehicles may not function and can be reset only by a key cycle. If the ELS fails, the hazard lights and the backlight brightness adjustment may not function. As a result, the lack of hazard lights may not alert other drivers to potential hazards. Failure to adjust the backlight brightness may distract the operator or make it difficult to see critical safety information. These conditions may increase the risk of a crash. No warning precedes this condition.

What is the problem?	The ELS fails to initialize, making the hazard lights and backlight functions inoperative.
What will your dealer do?	Dealer will update vehicle software.
What should you do?	Contact your dealer immediately to schedule an appointment.

Peterbilt has initiated this recall to remedy the issue at no charge to you. Please contact your Peterbilt dealer to schedule an appointment for these services. To find your Peterbilt dealer, please visit the "Find a Dealer" link at www.Peterbilt.com or scan the QR code. When contacting your Peterbilt dealer, reference the Safety Recall number, NHTSA Recall Number, and VIN(s) listed in this letter. 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. 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 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

Scan this QR code to open the
Peterbilt Dealer Locator.

