

14-035: Model 548 Crossmember Replacement

9/17/2025

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14-035

Model 548 Crossmember Replacement

Subject

Model 548 Crossmember Replacement

Whats New Abstract

Campaign

Certain Peterbilt Model 548 trucks equipped with a high-entry drive axle option were manufactured with an incorrect intermediate frame crossmember. The correct crossmember includes a cutout specifically designed to accommodate the high-entry drive axle.

Campaign start date is **09/18/2025**.

Condition

Model 548 chassis manufactured with an incorrect intermediate frame crossmember may experience the driveshaft yoke contacting the crossmember. The correct crossmember includes a cutout specifically designed to accommodate the high-entry drive axle. The correct crossmember is now available for installation.

Chassis Affected

26 US Peterbilt Vehicle Model Year 2024-2025 Model 548 chassis built from 5/15/2023 through 11/15/2024 equipped with a high-entry drive axle option.

Action

Campaign

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 **14-035** 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 **14-035** campaign code prior to performing this repair.
4. Follow procedures in "Links" section to replace intermediate frame crossmember.

Warranty

Starting on **09/18/2025** and for repairs completed by **10/01/2026** Peterbilt will pay for parts at dealer net plus applicable mark-up and labor:

- Attach two photos showing the correct installation of the intermediate crossmember to the claim.
- **2.0 hours** labor to remove and install 01-49709-**003** intermediate frame crossmember and attach repair

photos. Use Recommended Repair code **14-035A**.

- **2.0 hours** labor to remove and install 01-49709-**004** intermediate frame crossmember and attach repair photos. Use Recommended Repair code **14-035B**.
- For supplemental claims file a long form. Enter campaign number **14-035** in the “Campaign Code” field manually.
- File the claim within 7 days in accordance with the Warranty Policy.

Take-Off Parts Disposition: Destroy take-off parts 30 days after claim is paid.

PRWS CLAIM CODING			
Campaign Code	14-035	Campaign Type	Field Repair
Claim Category	Truck	Repair Type	Proactive
Customer Concern Code	004 – Alignment/Fit Improper/Aim	Causal Code	45 – Wrong Part
Corrective Action Code	03 – Replace with New	Responsibility Code	CAMP – CAMPAIGN
Failure Location	014-001-007 – Cross member – Frame Intermediate	Causal Part	01-49115-003
Supplier Code	N/A	SRT Code	B25-24A 2.0 hours Replace mid-section of intermediate crossmember per bulletin 14-035 procedure. Includes photos.

Parts

The following parts are available through PACCAR Parts.

Refer to the chassis list linked below for the crossmember replacement part number.

Part Number	Part Description	Quantity
W34-1160-050	Bolt-Hex M16-2.00X50	12

	CL10.9 ZN/ODCC	
W20-1028-016	Nut Hex Locking M16 Magni	12
HWC07936	Washer- Round 5/8X1- 5/16X0.177 HDND STL	24
01-49709-003	Crossmember- Steel	1
01-49709-004	Crossmember- Steel	1

The following part can be sourced locally.

Part Number	Part Description	Quantity
Source Locally	Spray Paint (color matching)	1 12oz can

Procedure

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

See Link below for detailed procedure.

Attachments

[14-035 PB Chassis List - Bulletin](#)

[14-035 PB Repair Procedure](#)

[14-035 PB Customer Letter - US](#)



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

Select the date.

Subject: 14-035: Model 548 Crossmember Replacement

EXPIRATION DATE: 10/01/2026



FIELD SERVICE CAMPAIGN

This notice applies to your vehicle(s) with VIN(s) at the bottom or back of this page.

Dear Peterbilt Customer:

Peterbilt Motors Company has determined that certain Model 548 chassis built during 05/15/2023 through 11/15/2024 with a high-entry drive axle option may have a crossmember that is inappropriate for the vehicle application. As a result, the driveshaft yoke may contact the crossmember.

What is the problem?	The driveshaft yoke may contact the crossmember.
What will your dealer do?	Your Peterbilt dealer will replace the crossmember.
What should you do?	Contact your dealer to schedule an appointment.

To locate your nearest Peterbilt dealer, please scan the QR code at the top of this letter or use “Find a Dealer” at www.peterbilt.com. When scheduling this service, please refer to campaign **14-035: Model 548 Crossmember Replacement** and the VIN(s) listed in this letter. The service may require up to two hours of labor. There will be no charge to you if completed by 10/01/2026.

For more information, please contact Peterbilt Customer Service at servicebulletins@paccar.com and include the bulletin number in the subject line.

If you no longer own this vehicle, please send an e-mail to servicebulletins@paccar.com with the complete VIN and the name and address of the new owner.

We appreciate your attention to this matter and value your loyalty to Peterbilt and its dealer network.

Sincerely,

Peterbilt Motors Company