

Part 573 Safety Recall Report

22V-779

Manufacturer Name : PACCAR Incorporated**Submission Date :** OCT 27, 2022**NHTSA Recall No. :** 22V-779**Manufacturer Recall No. :** 22KWK and 22PBK**Manufacturer Information :**

Manufacturer Name : PACCAR Incorporated

Address : 777 106TH AVENUE NORTHEAST
BELLEVUE WA 98004

Company phone : 940 591 4220

Population :

Number of potentially involved : 74,730

Estimated percentage with defect : 1 %

Vehicle Information :

Vehicle 1 : 2022-2023 Kenworth T680

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : Affected vehicles include a 15inch digital display and certain software versions.

Production Dates : FEB 15, 2021 - SEP 08, 2022

VIN Range 1 : Begin : NR End : NR Not sequential

Vehicle 2 : 2022-2023 Kenworth T880

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : Affected vehicles include a 15inch digital display and certain software versions.

Production Dates : FEB 15, 2021 - SEP 08, 2022

VIN Range 1 : Begin : NR End : NR Not sequential

Vehicle 3 : 2022-2023 Kenworth W990

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : Affected vehicles include a 15inch digital display and certain software versions.

Production Dates : FEB 16, 2021 - SEP 01, 2022

VIN Range 1 : Begin : NR End : NR Not sequential

Vehicle 4 : 2022-2023 Peterbilt Model 579

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : Affected vehicles include a 15inch digital display and certain software versions.

Production Dates : FEB 16, 2021 - SEP 02, 2022

VIN Range 1 : Begin : NR End : NR Not sequential

Vehicle 5 : 2022-2023 Peterbilt Model 367

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : Affected vehicles include a 15inch digital display and certain software versions.

Production Dates : JUL 13, 2021 - AUG 29, 2022

VIN Range 1 : Begin : NR End : NR Not sequential

Vehicle 6 : 2022-2023 Peterbilt Model 389

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : Affected vehicles include a 15inch digital display and certain software versions.

Production Dates : FEB 16, 2021 - SEP 02, 2022

VIN Range 1 : Begin : NR End : NR Not sequential

Vehicle 7 : 2022-2023 Peterbilt Model 567

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : Affected vehicles include a 15inch digital display and certain software versions.

Production Dates : FEB 15, 2021 - SEP 02, 2022

VIN Range 1 : Begin : NR End : NR Not sequential

Vehicle 8 : 2022-2023 Peterbilt Model 365

Vehicle Type : BUSES, MEDIUM & HEAVY VEHICLES

Body Style : OTHER

Power Train : DIESEL

Descriptive Information : Affected vehicles include a 15inch digital display and certain software versions.

Production Dates : JUL 13, 2021 - AUG 30, 2022

VIN Range 1 : Begin : NR End : NR Not sequential

Description of Noncompliance :

Description of the Noncompliance : The display may freeze, resulting in an inability for information to be updated.

FMVSS 1 : 101 - Control and displays

FMVSS 2 : 102 - Trans shift lever seq/starter interlock/trans braking effect

Description of the Safety Risk : Loss of current indicators and warnings, such as the speedometer and telltales, may increase the risk of a crash.

Description of the Cause : The software did not properly handle errata.

Identification of Any Warning that can Occur : None.

Involved Components :

Component Name 1 : DISPLAY-DRIVER INFO 15IN

Component Description : 15inch Digital Display

Component Part Number : Q43-1180, Q43-1195, Q43-1200, Q43-1202, Q43-6085, Q43-6090, Q43-6104

Supplier Identification :

Component Manufacturer

Name : Stoneridge

Address : 39675 Mackenzie Drive

Suite 400 Novi Michigan 48377

Country : United States

Chronology :

08-16-22: Engineering informed the Product Safety & Compliance department of the potential for the digital display to freeze unexpectedly. Investigation opened.

09-08-22: Updated software implemented to address concern.

09-09-22: Additional reviews with the supplier were held, and engineering confirmed that the turn signal telltales and emissions related telltales were not affected.

09-26-22: Investigation details summarized and warranty search updated. A total of 57 relevant warranty claims were identified, with build dates ranging from May 2021 through September 2022.

10-08-22: Total affected population firmed.

10-10-22: Safety committee meeting held. The committee concurs that a safety related non-compliance exists

and that the affected population shall be recalled.

Description of Remedy :

Description of Remedy Program : Paccar will notify owners and dealers, and affected vehicles will have the software updated. Owners who incurred costs to obtain a remedy for the problem addressed in the recall in advance of receiving notification may seek reimbursement through the process outlined in the general reimbursement plan on file.

How Remedy Component Differs from Recalled Component : Remedy components have an updated software version installed.

Identify How/When Recall Condition was Corrected in Production : An updated software version implemented on September 8, 2022.

Recall Schedule :

Description of Recall Schedule : Customers will be notified within 60 days.

Planned Dealer Notification Date : DEC 16, 2022 - DEC 16, 2022

Planned Owner Notification Date : DEC 16, 2022 - DEC 16, 2022

* NR - Not Reported