

22PBK - Digital Display Freeze NHTSA #22V779, TC #2022-591

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Number

22PBK

Description

22PBK - Digital Display Freeze NHTSA #22V779, TC #2022-591

Date

11/1/2022

What's New

Non-Compliance Recall -

The repair procedures are now available. The 15-inch digital display may freeze without warning. The screen is non-responsive and can be reset only by a key cycle, battery disconnect, or re-programming, which may increase the risk of a crash. Affected vehicles fail to comply with FMVSS/CMVSS Nos. 101, 108, 121, and 136.

Introduction

Loss of speedometer, and/or other functionality such as warnings, indicators, and gauges. Display freeze may cause loss of visibility to vehicle speed and/or other warnings that appear on the display while the vehicle is in operation.

Situation

42,317 (38,599 US / 3,718 Canada) Model Year 2022-2023 365, 367, 389, 567, and 579 chassis built from February 15, 2021, through September 8, 2022, and equipped with a 15-inch digital display.

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:

- 0.5 hours labor to process a PVP file, program the Digital Display and VECU software with DAVIE4. Use Quick Claim Code **22PBKA**.
- 0.4 hours labor to process a PVP file, and program VECU software only with DAVIE4. (If Digital Display is found to be at the most current software level). Use Quick Claim Code **22PBKB**.
- 0.3 hours labor to process a PVP file and verify software levels of both Digital Display and VECU. If both the Digital Display and the VECU software are found to be at the most current levels, no programming is required. Use Quick Claim Code **22PBKC**.

PRWS CLAIM CODING			
Campaign Code:	22PBK	Campaign Type	Non-Compliance Recall Campaign
Claim Category:	Truck	Repair Type	Proactive
Customer Concern Code	173	Causal Code	51
Corrective Action Code	23	Responsibility Code:	Campaign
Failure Location	003-006-001	Causal Part	Q97-6022
Supplier Code		SRT Code	<p>B22-PKA - 0.5 hours labor to process a PVP file, program the Digital Display and VECU software with DAVIE4.</p> <p>B22-PKB - 0.4 hours labor to process a PVP file, and program VECU software only with DAVIE4. (If Digital Display is found to be at the most current software level).</p> <p>B22-PKC - 0.3 hours labor to process a PVP file and verify software levels of both Digital Display and VECU. If both the Digital Display and the VECU software are found to be at the most current levels, no programming is required.</p>

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

See attached procedure in Links section.

Parts

No parts – running PVP and performing software updates only.

Links

[22PBK - Chassis List](#)

[22PBK Repair Procedure](#)

[22PBK U.S. Final customer letter](#)

[22PBK Canada Final customer letter](#)

Authored by D. Cook

Revision History

11/22/2022 - Revised from Interim to Final bulletin.