

21PBM - Work Brake May Unintentionally Disengage – NHTSA ID: 21V906, TC: 2021-713

Number

21PBM

Supplier

Peterbilt

Description

Work Brake May Unintentionally Disengage – NHTSA ID: 21V906, TC: 2021-713

Date

12/2/2021

What's New

Safety Recall – Work Brake May Unintentionally Disengage – NHTSA ID: 21V906, TC: 2021-713. The work brake (also known as winch brake) may unintentionally disengage during winching operations, releasing the service brakes, increasing the risk of crash or injury. The VECU software will be updated to correctly set the speed interlock parameter.

Introduction

The work brake, also known as winch brake, may unintentionally disengage during winching operations, releasing the service brakes.

Slight vehicle movement during winching causes the wheel speed sensor to detect vehicle movement. There is “noise” in the wheel speed sensor at lower vehicle speeds, and erroneous values are communicated. These erroneous values exceed the speed interlock, causing the work brake to disengage.

Situation

377 (US: 374 / CA: 3) 579, 567, 536 and 389 vehicles built from 10/22/2018 through 11/10/2021 and equipped with a work brake (winch brake) and intended service as a wrecker or auto hauler.

Resolution

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. If you are not using Service Management to start repair orders, review SIR for “Complete” or “In Process” next to the “21PBM” campaign code prior to performing this repair.
3. Follow the procedures below to update the VECU software and correctly set the speed interlock parameter.

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 labor:

- 0.5 hours labor to update VECU software and CECU software for chassis with CVMUX electronic architecture. Includes accessing the parameter value via PVP to confirm the correct value. Use Quick Claim Code 21PBMA.
- 0.4 hours labor to update VECU software for chassis with VMUX electronic architecture. Includes accessing the parameter value via PVP to confirm the correct value. Use Quick Claim Code 21PBMB.
- File an additional claim for extraordinary circumstances. A quick claim for standard labor must be filed first.
- File the claim within 14 days in accordance with Warranty Policy.

Take-Off Parts Disposition: N/A

PRWS CLAIM CODING			
Campaign Code	21PBM	Campaign Type	Safety Recall
Claim Category	Truck	Repair Type	Proactive
Customer Concern Code	029	Causal Code	A1
Corrective Action Code	12	Responsibility Code	Camp
Failure Location	003-001-088	Causal Part	Q21-1126-700-700
Supplier Code	N/A	SRT Code	<p>045-966 0.3 hrs. (VMUX Chassis) DAVIE4 – Download new software to VECU.</p> <p>B45-967 0.4 hrs. (CVMUX Chassis) Update VECU and CECU software.</p> <p>B45-968 0.1 hrs. PVP processing and/or verification.</p>

CLAIM CODING			
Failure Location	003-001-088	Work Accomplished	69
Failure Type	705	Responsibility Code	09
SRT Code	<p>045-966 0.3 hrs. (VMUX Chassis) DAVIE4 – Download new software to VECU.</p> <p>B45-967 0.4 hrs. (CVMUX Chassis) Update VECU and CECU software.</p> <p>B45-968 0.1 hrs. PVP processing and/or verification.</p>	Claim Type	C
Vendor Code	N/A	Campaign Field	21PBM

Procedure

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

Go to PVP and verify the parameter (either N815 or AA01153) is set to 30MPH. Change to 30MPH if needed.

Defines the speed threshold for the work brakes function (N815)	30	MPH	I
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Consult the chassis list to confirm the electrical architecture (VMUX or CVMUX) of the chassis. Refer to the appropriate procedure below.

Update instructions for CVMUX chassis

1. Ensure DAVIE4 is up to date.
2. Connect a battery charger to the chassis.
3. Ensure all programs except DAVIE4 are closed when you begin programming.
4. Update the VECU software to the latest available version.
5. Ensure ESA is up to date. Refer to bulletin [03-064](#) for ESA best practices for software update instructions and other tips.
6. Update the CECU software to the latest available version.

Update instructions for VMUX chassis

1. Ensure DAVIE4 is up to date.
2. Connect a battery charger to the chassis.
3. Ensure all programs except DAVIE4 are closed when you begin programming.
4. Update the VECU software to the latest available version.

Parts

Parts are not required.

Links

[Chassis List](#)

[US Customer Letter](#)

[Canada Customer Letter - English](#)

[Canada Customer Letter - French](#)

Authored by: PR

Sélectionner la date

AVIS DE RAPPEL IMPORTANT

Cet avis concerne votre véhicule. Votre (vos) NIV(s) se trouve(nt) au bas ou au verso de la présente.

Objet : Avis de rappel 21PBM – Le frein de travail peut se désebrayer involontairement
Rappel de Transport Canada : 2021-713
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 pourrait être présente dans certains véhicules de modèles 579, 567, 536 et 389 dépanneuse et transporteur d'autos, construits entre le 04/02/2019 et le 25/03/2020 et équipés d'un frein de travail (frein de treuil). Sur certains camions, il est possible que le frein de travail (aussi connu sous l'appellation frein de treuil) puisse se desserrer soudainement lorsque le treuil est en opération. Dans un tel cas, le camion pourrait avancer tout d'un coup. Un mouvement brusque et inattendu du camion pourrait générer un risque de blessure ou d'accident.

Quel est le problème?

Le frein de travail, aussi connu sous l'appellation frein de treuil, peut se désebrayer involontairement lors des manœuvres de treuillage, relâchant le frein de service.

Que fera votre concessionnaire ?

Une mise à jour du logiciel sera installée.

Que devriez-vous faire ?

Communiquer avec votre concessionnaire afin de prendre rendez-vous pour la mise à jour du logiciel.

Peterbilt recommande d'actionner le frein à main et de caler les roues en plus d'actionner le frein de travail avant de procéder aux manœuvres de treuillage.

Peterbilt Motors Company a mis en place ce rappel afin de remédier au problème, sans frais. Veuillez communiquer avec votre concessionnaire Peterbilt afin de prendre rendez-vous pour ces services. Pour trouver votre concessionnaire Peterbilt, veuillez consulter Dealer Locator sur www.Peterbilt.com ou balayer le code à barres. Au moment de communiquer avec votre concessionnaire Peterbilt, vous référer au numéro de l'avis de rappel, au numéro de Transport Canada, ainsi qu'au(x) NIV(s) cité(s) à la présente. Cette réparation peut nécessiter jusqu'à 1 heure de main-d'œuvre selon la disponibilité du concessionnaire.

Si vous avez besoin de plus d'information au sujet de ce rappel ou rencontrez des difficultés à obtenir un rendez-vous pour cette réparation, veuillez communiquer avec Peterbilt Motors Company, 1700 Woodbrook St, Denton, TX 76205, à l'attention du département du service à la clientèle.

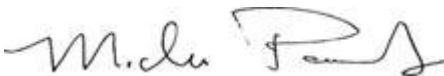
Pour de l'information additionnelle au sujet de ce rappel, vous pouvez communiquer avec Transport Canada au 1-800-333-0510.

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.

Nous nous excusons pour tout inconvénient 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 Ponsonby
Directrice du service à la clientèle
Peterbilt Motors Company

Scan this QR code to open the
Peterbilt Dealer Locator.



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 21PBM - Work Brake May Unintentionally Disengage
NHTSA: 21V906
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 exists in certain Model 579, 567, 536 and 389 wrecker and auto haulers built from 10/22/2018 through 11/10/2021 and equipped with a work brake (winch brake). The work brake may unintentionally disengage during winching operations, releasing the service brakes and causing unintended vehicle movement, increasing the risk of a crash or injury.

<i>What is the problem?</i>	The work brake may unintentionally disengage during winching operations, releasing the service brakes.
<i>What will your dealer do?</i>	A software update will be installed.
<i>What should you do?</i>	Contact your dealer to schedule the software update. Peterbilt recommends setting the parking brake and chocking the wheels in addition to setting the work brake prior to winch operation.

Peterbilt Motors Company has initiated this recall to remedy the issue with no charge to you. Please contact your Peterbilt dealer to schedule an appointment for these services. To find your Peterbilt dealer, please visit the Dealer Locator at www.Peterbilt.com or scan the QR code. When contacting your Peterbilt dealer, reference the Safety Recall number and the NHTSA number. This repair may take up to 1 hour of labor depending on dealer scheduling.

If you require further information about this recall, or experience any difficulty in making arrangements for this repair, please contact: Peterbilt Motors Company, 1700 Woodbrook St, Denton, TX 76205, Attn: Customer Services Department.

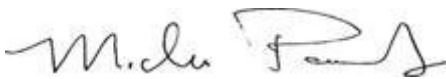
If you conclude that Peterbilt has not enabled you to remedy this defect in a reasonable time and without charge, you may submit a complaint to: Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, DC 20590, or call the toll free Vehicle Safety Hotline 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 if you know their name.

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 Service
Peterbilt Motors Company

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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 21PBM - Work Brake May Unintentionally Disengage
Transport Canada Recall 2021-713
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 579, 567, 536 and 389 wrecker and auto haulers built from 02/04/2019 through 03/25/2020 and equipped with a work brake (winch brake). On certain trucks, the work brake (also known as a winch brake) may suddenly release while using the winch. If this happens, the truck could move suddenly. Sudden and unexpected movement of the truck could create a risk of injury or a crash.

What is the problem?	The work brake, also known as winch brake, may unintentionally disengage during winching operations, releasing the service brakes.
What will your dealer do?	A software update will be installed.
What should you do?	Contact your dealer to schedule the software update. Peterbilt recommends setting the parking brake and chocking the wheels in addition to setting the work brake prior to winch operation.

Peterbilt Motors Company has initiated this recall to remedy the issue with no charge to you. Please contact your Peterbilt dealer to schedule an appointment for these services. To find your Peterbilt dealer, please visit the Dealer Locator at www.Peterbilt.com or scan the QR code. When contacting your Peterbilt dealer, reference the Safety Recall number, Transport Canada number, and VIN(s) listed in this letter. This repair may take up to 1 hour of labor depending on dealer scheduling.

If you require further information about this recall, or experience any difficulty in making arrangements for this repair, please contact: Peterbilt Motors Company, 1700 Woodbrook St, Denton, TX 76205, Attn: Customer Services Department.

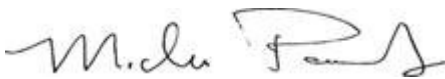
For additional information about the recall, you can contact Transport Canada at 1-800-333-0510.

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 if you know their name.

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