





## Federal Law

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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

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**There is no time or mileage limit for this recall.**

**Peterbilt will pay for parts at dealer net plus applicable mark-up and labor:**

- **0.6 hours** to inspect and replace driveline flange fasteners. Use Quick Claim code **23PBEA**.
- If damage is found, file a separate, editable claim for repair or replacement of damaged part(s). Use code **23PBE**.
- For extraordinary circumstances please use code **23PBE**, add from “Recommended Repairs”, and then select the gear icon to edit Parts/Labor/Misc.
- File the claim within 14 days in accordance with warranty policy.

**Take-Off Parts Disposition: N/A**

PRWS CLAIM CODING			
<b>Campaign Code:</b>	23PBE	<b>Campaign Type:</b>	Safety Recall
<b>Claim Category:</b>	Truck	<b>Repair Type:</b>	Proactive
<b>Customer Concern Code:</b>	062	<b>Causal Code:</b>	28
<b>Corrective Action Code:</b>	12	<b>Responsibility Code:</b>	Camp
<b>Failure Location:</b>	024-001-003	<b>Causal Part:</b>	K169-158-12CA
<b>Supplier</b>	N/A	<b>SRT Code:</b>	<b>B23-PB1</b>

<b>Code:</b>			<b>0.6 hours</b> Inspection and replacement of driveline fasteners per bulletin procedure.
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## Procedure

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

Please see attachment in Links section below for procedures on replacing the driveline flange fasteners.

## Parts

The following parts are available through **PACCAR Parts**.

Part Number	Part Description	Quantity
K169-158-12CA	NUT-HEX METRIC M12X1.75	4
W34-1180	BOLT-SPECIAL, M12	4


The following parts must be sourced locally.

Part Number	Part Description	Quantity
Source Locally	Loctite 243 or equivalent	As Needed

## Parts ordering procedure.

Email PACCAR Parts Campaigns and Recalls at [PPDRenton.Campaigns.And.Recalls@PACCAR.com](mailto:PPDRenton.Campaigns.And.Recalls@PACCAR.com) with the below information.

1. Subject line: Bulletin 23PBE.
2. Dealer Code:
3. Dealer PO:
4. VIN number AND Chassis number:
5. Carrier: UPSR (recommend UPSR due to urgency)

 <b>NOTE</b>
<ul style="list-style-type: none"><li>• All submitted chassis number will be reviewed for association to recall 23PBE.</li><li>• If chassis number is not associated with the 23PBE recall, no order will be placed.</li><li>• Dealers will be notified of acceptance or rejection of order via email.</li></ul>

## Links

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[23PBE Repair Procedure](#)

[23PBE Chassis List](#)

[23PBE US Customer Letter](#)

[23PBE Canadian Customer Letter](#)

[23PBE Canadian French Customer Letter](#)

## 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: 23PBE: 536, 537, and 548 Driveline Flange Fasteners.  
Transport Canada Recall: 2023-437  
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 Motors has decided that a defect which relates to motor vehicle safety may exist in certain Model Year 2023-2024 536, 537, and 548 chassis manufactured from 01/07/22 through 05/04/23 that are equipped with a TX-8 transmission. A locking feature may not be installed on the forward driveline yoke mounting flange fasteners. This may allow the driveline fasteners to become loose which could cause a vibration while driving and/or failure of the fasteners increasing the risk of a crash.

<b><i>What is the problem?</i></b>	Driveline flange fasteners may not have a thread locking feature installed, leading to fasteners becoming loose.
<b><i>What will your dealer do?</i></b>	Dealers will replace the driveline flange fasteners and apply a locking feature.
<b><i>What should you do?</i></b>	Contact your Peterbilt dealer immediately to schedule an appointment for inspection and repair.

Peterbilt Motors Company 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 Dealer Locator at [www.Peterbilt.com](http://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 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](mailto:PB.Tech.Pubs.Dept@paccar.com).

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. Please send all known ownership and address changes to [PBDiv.Warranty.Docs@paccar.com](mailto: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.



## 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: 23PBE: 536, 537, and 548 Driveline Flange Fasteners.  
NHTSA Recall Number: 23V504  
EXPIRATION DATE: NONE

Dear Peterbilt Customer,

**This notice is sent to you in accordance with the National Traffic and Motor Vehicle Safety Act.**

Peterbilt Motors has decided that a defect which relates to motor vehicle safety exists in certain Model Year 2023-2024 536, 537, and 548 chassis manufactured from 01/07/22 through 05/04/23 that are equipped with a TX-8 transmission. A locking feature may not be installed on the forward driveline yoke mounting flange fasteners. This may allow the driveline fasteners to become loose, which could cause vibration while driving or failure of the fasteners, increasing the risk of a crash.

<b><i>What is the problem?</i></b>	Driveline flange fasteners may not have a thread locking feature installed, leading to fasteners becoming loose.
<b><i>What will your dealer do?</i></b>	Dealers will replace the driveline mounting flange fasteners and apply a locking feature.
<b><i>What should you do?</i></b>	Contact your Peterbilt dealer immediately to schedule an appointment for inspection and repair.

Peterbilt Motors Company 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 Dealer Locator at [www.Peterbilt.com](http://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](mailto: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](mailto: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

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Peterbilt Dealer Locator.



## IMPORTANT RAPPEL DE SÉCURITÉ

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

Objet : Rappel de sécurité : 23PBE – Pièces de fixation du collet de l'arbre de transmission sur modèles 536, 537 et 548.

Rappel de Transport Canada : 2023-437

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 Motors a constaté qu'une défectuosité liée à la sécurité des véhicules automobiles pourrait être présente dans certains châssis de modèles 536, 537 et 548 des années 2023-2024, fabriqués entre le 07/01/22 et le 04/05/23, équipés d'une transmission TX-8. Il est possible qu'un dispositif de verrouillage n'ait pas été installé sur les pièces de fixation du collet d'assemblage de la fourche de l'arbre de transmission. Ceci pourrait permettre aux pièces de fixation de l'arbre de transmission de se desserrer, ce qui pourrait occasionner de la vibration pendant la conduite et/ou une défectuosité des pièces de fixation augmentant le risque d'accident.

<b>Quel est le problème ?</b>	Il est possible qu'un dispositif de verrouillage n'ait pas été installé sur les pièces de fixation du collet de l'arbre de transmission, occasionnant un desserrement des pièces de fixation.
<b>Que fera votre concessionnaire ?</b>	Les concessionnaires remplaceront les pièces de fixation du collet de l'arbre de transmissions et appliqueront un dispositif de verrouillage,
<b>Que devriez-vous faire ?</b>	Communiquer immédiatement avec votre concessionnaire Peterbilt afin de prendre rendez-vous pour l'inspection et la réparation.

Peterbilt Motors Company a mis en place ce rappel de sécurité 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](http://www.Peterbilt.com) ou balayer le code à barres. Au moment de communiquer avec votre concessionnaire Peterbilt, veuillez-vous référer au numéro de rappel de sécurité, au numéro de rappel 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 procédé à cette réparation avant la réception de la présente, vous pourriez être admissible à un remboursement de vos frais pour avoir remédié sans préavis au problème associé à ce rappel. Des reçus pour les pièces et/ou la main-d'œuvre sont requis afin d'envisager un remboursement. Communiquez avec votre concessionnaire Peterbilt local pour les détails.

Si vous avez besoin de plus d'information au sujet de ce rappel ou rencontrez des difficultés à prendre rendez-vous pour cette réparation, veuillez communiquer avec le département du service à la clientèle sur [PB.Tech.Pubs.Dept@pacar.com](mailto:PB.Tech.Pubs.Dept@pacar.com).

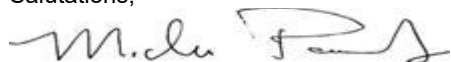
Pour de l'information additionnelle au sujet de ce rappel, vous pouvez communiquer avec Transport Canada au 1-800-333-0510.

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. Veuillez

faire parvenir toute information relative au nouveau propriétaire et son adresse à [PBDiv.Warranty.Docs@paccar.com](mailto:PBDiv.Warranty.Docs@paccar.com).

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

