

# 24PBA - 2.1m NMD Mekra Lang Cab Mirrors Lock Ring

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## Number

24PBA / 24V017 / 2024-015

## Supplier

Mekra Lang

## Description

24PBA - 2.1m NMD Mekra Lang Cab Mirrors Lock Ring

## Date

2/12/2024

## What's New

### **SAFETY RECALL**

Certain 535/536/537/548 chassis may have cab mirror glass lock rings not fully seated. This could result in loss of mirror glass, reducing rear visibility and increasing the risk of an accident or injury. Missing mirrors cause non-compliance with FMVSS 111 / CMVSS 111.

Mirror glass lock rings must be inspected and, if necessary, reseated.

## Introduction

Certain 535/536/537/548 chassis may have cab mirror glass lock rings not fully seated. This could result in loss of mirror glass, reducing rear visibility and increasing the risk of an accident or injury. Missing mirrors cause non-compliance with FMVSS 111 / CMVSS 111.

Mirror glass lock rings must be inspected and, if necessary, reseated.

## Situation

PB--- 5,814 (5,406 US and 408 Canada) Model Year 2022-2024 Model 535, 536, 537, and 548 chassis built from 07/28/2021 through 07/27/2023.

## Resolution

### **Safety Recall**

Service all chassis affected 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 24PBA 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 24PBA

Campaign code prior to performing this repair.

4. Follow the procedures to inspect and reseal the mirror glass locking rings.

## 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

### PETERBILT WARRANTY STATEMENT

There is no time or mileage limit for this recall. Peterbilt will pay for labor:

- **0.3 hours** labor to inspect and reseal locking rings on cab mirror assemblies (both sides). Use Quick Claim Code **24PBA**.
- Missing mirror glass is not covered by this recall. File **separate claims** for replacement of missing or damaged parts.
- File an additional claim for extraordinary circumstances. A quick claim for standard labor must be filed first.
- File the claim within 7 days in accordance with Warranty Policy.

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

PRWS CLAIM CODING			
Campaign Code:	24PBA	Campaign Type	Safety Recall
Claim Category:	Truck	Repair Type	Proactive
Customer Concern Code	062	Causal Code	A1
Corrective Action Code	12	Responsibility Code:	SUP - SUPPLIER
Failure Location	002-010-006	Causal Part	R59-6140
Supplier Code	19544AA	SRT Code	<b>B24-01A: 0.3 labor hour</b> Inspect and reseal locking rings for the flat mirrors. Left and right side.
Display in SIR	Always Visible	Editable by dealer?	No
KW AutoPay	Choose an item.	PB AutoPay	Yes

## Procedure

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

**maintained.**

**Read all steps before beginning.**

See attached Procedures Document


## Parts

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Labor Only – no parts required

## Links

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 [24PBA - Chassis List](#)

 [24PBA - Procedure](#)

 [24PBA - US Customer Letter](#)

 [24PBA - US Customer Letter - Spanish](#)

 [24PBA - Canadian Customer Letter - English](#)

 [24PBA - Canadian Customer Letter - French](#)

Select the date.

## IMPORTANT SAFETY RECALL IMPORTANT AVIS DE RAPPEL DE SÉCURITÉ

This notice applies to your vehicle. Your VIN(s) can be found on the bottom or back of this page.

Subject: Safety Recall: 24PBA – 2.1m NMD Mekra Lang Cab Mirrors Lock Ring  
Transport Canada Recall: 2024-015  
EXPIRATION DATE: NONE

Dear Peterbilt Customer,

This notice is sent to you in accordance with the Motor Vehicle Safety Act. This is to inform you that your vehicle may be non-compliant with the requirements of the Canada Motor Vehicle Safety Standard (CMVSS) and that the non-compliance could affect the safety of a person.

The non-compliance may exist in certain Peterbilt Model 535/536/537/548 vehicles manufactured from 07/28/2021 through 07/27/2023. On affected vehicles, This is non-compliant with Canadian Regulation CMVSS 111 – Mirrors and Rear Visibility Systems.

Certain 535/536/537/548 chassis may have cab mirror glass lock rings that are not fully seated. This could result in loss of mirror glass without prior warning, which may reduce rear visibility and increase the risk of injury or crash. If mirror glass is lost, the vehicle will fail to conform to CMVSS No. 111 ("Mirrors and Rear Visibility Systems"). Peterbilt has initiated a recall to remedy the defect in cooperation with Mekra Lang North America. Mirror lock rings will be inspected and resealed if necessary. You may schedule an appointment with a dealer to obtain the repair at no charge to you.

<b><i>What is the problem?</i></b>	<b>Cab mirror lock rings may not be fully seated.</b>
<b><i>What will your dealer do?</i></b>	<b>Dealer will inspect and reseal the mirror lock rings.</b>
<b><i>What should you do?</i></b>	<b>Contact your dealer immediately to schedule an appointment.</b>

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](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. The repair may take approximately up to 1 hour of labor to complete. However, due to scheduling, your dealer may require your vehicle for longer. Your dealer should be able to provide a more accurate repair estimate.

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.



Sélectionner la date

## 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 : 24PBA – Bague de retenue des rétroviseurs de cabine Mekra Lang 2.1m NMD  
Rappel de Transport Canada : 2024-015  
DATE D'EXPIRATION : AUCUNE

Cher client Peterbilt,

Le présent avis vous est envoyé conformément à la *Loi sur la sécurité automobile*. La présente a pour but de vous informer qu'il est possible que votre véhicule ne se conforme pas aux exigences relatives aux normes de la loi canadienne sur la sécurité automobile (CMVSS) et que la non-conformité pourrait porter atteinte à la sécurité humaine.

La non-conformité pourrait être présente dans certains véhicules Peterbilt de modèles 535/536/537/548 fabriqués entre le 28/07/2021 et le 27/07/2023. Sur les véhicules concernés, cette non-conformité est relative à la réglementation canadienne CMVSS 111 – Systèmes de rétroviseurs et de visibilité arrière.

Il est possible que sur certains châssis 535/536/537/548, la bague de retenue de la vitre du rétroviseur de cabine ne soit pas complètement assujettie. Il pourrait en résulter une perte de la vitre du rétroviseur sans avertissement préalable, ce qui pourrait réduire la visibilité arrière et augmenter le risque de blessure ou d'accident. Dans l'éventualité de la perte de la vitre du rétroviseur, le véhicule ne sera pas conforme à la norme CMVSS no. 111 (Systèmes de rétroviseurs et de visibilité arrière). Peterbilt a mis en place un rappel afin de remédier à la défektivité en collaboration avec Mekra Lang en Amérique du Nord. Les bagues de retenue du rétroviseur seront inspectées et réassujetties, au besoin. Vous pouvez prendre rendez-vous avec un concessionnaire afin de procéder à la réparation, sans frais.

<b>Quel est le problème ?</b>	<b>Il est possible que les bagues de retenue des rétroviseurs de cabine ne soient pas complètement assujetties.</b>
<b>Que fera votre concessionnaire ?</b>	<b>Inspecter et réassujettir les bagues de retenue de rétroviseur.</b>
<b>Que devriez-vous faire?</b>	<b>Communiquer immédiatement avec votre concessionnaire afin de prendre rendez-vous.</b>

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](http://www.Peterbilt.com) ou balayer le code à barres. Au moment de communiquer avec votre concessionnaire Peterbilt, vous référer au numéro de rappel de sécurité, au numéro de Transport Canada, ainsi qu'au(x) NIV(s) listé(s) à la présente. Cette réparation peut nécessiter jusqu'à 1 heure de main-d'œuvre selon la disponibilité du concessionnaire.

Si vous avez déjà fait effectuer 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 main-d'œuvre sont requis afin d'envisager un remboursement. Communiquez avec votre concessionnaire Peterbilt pour les détails.

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 le département de l'expérience-client de Peterbilt sur [PB.Tech.Pubs.Dept@paccar.com](mailto:PB.Tech.Pubs.Dept@paccar.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. 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 inconfort 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 Ponsoby  
Directrice de l'expérience client  
Peterbilt Motors Company

Scan this QR code to open the  
Peterbilt Dealer Locator.



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: 24PBA – 2.1m NMD Mekra Lang Cab Mirrors Lock Ring  
NHTSA: 24V017  
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 Company has decided that certain Model 535/536/537/548 vehicles manufactured from 07/28/2021 through 07/27/2023 fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 111.

Certain 535/536/537/548 chassis may have cab mirror glass lock rings that are not fully seated. This could result in loss of mirror glass without prior warning, which may reduce rear visibility and increase the risk of injury or crash. If mirror glass is lost, the vehicle will fail to conform to FMVSS No. 111 ("Rear Visibility"). Peterbilt has initiated a recall to remedy the defect in cooperation with Mekra Lang North America. Mirror lock rings will be inspected and resealed if necessary. You may schedule an appointment with a dealer to obtain the repair at no charge to you.

<b><i>What is the problem?</i></b>	<b>Cab mirror lock rings may not be fully seated.</b>
<b><i>What will your dealer do?</i></b>	<b>Dealer will inspect and reseat the mirror lock rings.</b>
<b><i>What should you do?</i></b>	<b>Contact your dealer immediately to schedule an appointment.</b>

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](http://www.Peterbilt.com) or scan the QR code. When contacting your Peterbilt dealer, reference the Safety Recall number, NHSTA number, and VIN(s) listed in this letter. The repair may take approximately up to 1 hour of labor to complete. However, due to scheduling, your dealer may require your vehicle for longer. Your dealer should be able to provide a more accurate repair estimate.

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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Seleccione la fecha.

## RETIRADA IMPORTANTE DE SEGURIDAD

Este aviso se aplica a su vehículo. El número o los números de identificación del vehículo (VIN) se pueden encontrar en la parte inferior de esta página o en el reverso.

Asunto: Retirada de seguridad: Anillo de seguridad de los espejos de habitáculo 24PBA – 2.1m NMD Mekra Lang  
NHTSA: 24V017  
FECHA DE VENCIMIENTO: NINGUNA

Estimado cliente de Peterbilt:

Este aviso se le envía de acuerdo con la Ley Nacional de Tránsito y Seguridad de los Vehículos Automotores.

Peterbilt Motors Company ha decidido que determinados vehículos de los modelo 535/536/537/548 fabricados desde 07/28/2021 hasta 07/27/2023 no cumplen con la Norma Federal de Seguridad de Vehículos Automotores (FMVSS) n.º 111.

Determinados chasis 535/536/537/548 pueden tener anillos de seguridad de espejo de habitáculo que no están totalmente asentados. Esto podría derivar en la pérdida del vidrio de espejo sin una advertencia previa, lo cual podría reducir la visibilidad trasera y aumentar el riesgo de lesión o choque. Si el vidrio de espejo se pierde, el vehículo no cumplirá con la norma FMVSS n.º 111 ("Visibilidad trasera"). Peterbilt ha iniciado una retirada para subsanar el defecto en colaboración con Mekra Lang North America. Los anillos de seguridad de los espejos se inspeccionarán y se volverán a asentar, de ser necesario. Puede programar una cita con su distribuidor para obtener la reparación sin cargo para usted.

**¿Cuál es el problema?**

**Es posible que los anillos de sujeción de los espejos del habitáculo no estén totalmente asentados.**

**¿Qué hará su distribuidor?**

**El distribuidor inspeccionará y volverá a asentar los anillos de seguridad del espejo.**

**¿Qué debe hacer usted?**

**Comuníquese con su distribuidor de inmediato para programar una cita.**

Peterbilt Motors Company ha iniciado esta retirada para subsanar el problema sin cargo para usted. Comuníquese con su distribuidor Peterbilt para programar una cita a fin de realizar estos servicios. Para encontrar a su distribuidor Peterbilt, visite el Buscador de distribuidores en [www.Peterbilt.com](http://www.Peterbilt.com) o escanee el código QR. Cuando se comunique con su distribuidor Peterbilt, mencione el número de Retirada de seguridad, el número de NHSTA y VIN mencionados en esta carta. Es posible que esta reparación demore aproximadamente 1 hora. Sin embargo, por cuestiones de programación, su distribuidor puede requerir el vehículo por más tiempo. Su distribuidor debe poder brindar una estimación más precisa del tiempo de reparación.

Si ya le realizaron esta reparación antes de la recepción de esta carta, es posible que sea elegible para recibir un reembolso por el costo de obtener una solución antes de la notificación del problema asociado a esta retirada. Se requieren los recibos de las piezas o la mano de obra para que se considere el reembolso. Para obtener más información, comuníquese con su distribuidor Peterbilt.

Si necesita más información acerca de esta retirada o experimenta cualquier dificultad para coordinar esta reparación, comuníquese con el Departamento de Experiencia del Cliente de Peterbilt escribiendo a [PB.Tech.Pubs.Dept@paccar.com](mailto:PB.Tech.Pubs.Dept@paccar.com).

Si llega a la conclusión de que Peterbilt no le ha permitido solucionar este defecto en un tiempo razonable y sin cargo, puede presentar su reclamo ante: Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, DC 20590, o llame a la línea directa gratuita de Seguridad Vehicular al 1-888-327-4236 (TTY: 1-800-424-9153); o visite <http://www.safercar.gov>.

La reglamentación federal requiere que todo arrendador que reciba este aviso de retirada envíe una copia de este aviso al arrendatario en un plazo de diez días. Si ya no posee este vehículo, le agradeceríamos que nos informara acerca del nuevo propietario. Envíe toda la información de titularidad conocida y cambios de dirección a [PBDiv.Warranty.Docs@paccar.com](mailto:PBDiv.Warranty.Docs@paccar.com).

Lamentamos cualquier inconveniente que este procedimiento preventivo pueda causarle y le agradecemos su participación para ayudar a Peterbilt a brindar los niveles más elevados de satisfacción al cliente y experiencia en servicio. Valoramos su negocio y apreciamos su continua lealtad hacia Peterbilt y su red de distribuidores. La calidad líder en la industria, el rendimiento y la confiabilidad son sellos de los productos Peterbilt, y le agradecemos por hacer de Peterbilt su elección en camiones.

Muy atentamente,



Michelle Ponsonby  
Directora de Experiencia del Cliente  
Peterbilt Motors Company

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Peterbilt Dealer Locator.

