



PETERBILT MOTORS COMPANY
A **PACCAR** COMPANY
1700 WOODBROOK STREET
DENTON, TEXAS 76205-7864
940-591-4000

IMPORTANT SAFETY RECALL INFORMATION



U.S. Department of
Transportation

Issued in Accordance
With Federal Law



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106741-19PBF

Recall Notice: 19PBF

RECALL NOTICE

IMPORTANT SAFETY RECALL

March 9, 2020

Subject: Safety Recall 19PBF Model 520 RHSU Front Spring Bracket
NHTSA 19V917
EXPIRATION DATE: NONE

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

Dear Peterbilt Customer,

You are receiving this notice in accordance with the National Traffic and Motor Vehicle Safety Act.

Peterbilt has decided that a defect, which relates to motor vehicle safety, may exist in certain Model 520 vehicles with right hand standup configuration (RHSU) manufactured between June 15, 2018 and February 14, 2019. Your vehicle may have an incorrect front spring bracket installed, which prevents proper installation of the steering assist bracket on the right-hand side.

An improperly mounted steering assist cylinder bracket may break and cause damage to surrounding components and/or lock up the steering, increasing the risk of a crash.

What is the problem?	Improperly supported steering assist bracket.
What will your dealer do?	Inspect your vehicle for the issue, and if needed, drill and tap holes for additional support for the steering assist bracket.
What should you do?	Please contact your Peterbilt dealer to schedule an appointment for these services.

Peterbilt Motors Company has initiated this recall to remedy the defect 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 **3.0 hours** 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.

If you require further information about this recall, reimbursement of a pre-notification remedy associated with 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, phone 940-591-4220.

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

Scan this QR code to open the
Peterbilt Dealer Locator.



Our records indicate that these vehicles are affected by 19PBF and are owned by [REDACTED]

[REDACTED]
[REDACTED]