



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

IMPORTANT SAFETY RECALL INFORMATION



Issued in Accordance
With Federal Law



RECALL NOTICE

Recall Notice: 20PBE

IMPORTANT SAFETY RECALL

October 10, 2020

Subject: Safety Recall: 20PBE - Watson & Chalin Lift Axle Pivot Bolt
NHTSA: 20V506
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,

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 may exist in certain Model 348, 365, 367, 389, 520 and 567 vehicles manufactured between November 19, 2019 and April 9, 2020. Vehicles equipped with Watson & Chalin SL2065 lift axles may have lower rear pivot bolts that are not long enough to sufficiently engage the locking feature of the corresponding nuts. In some cases, this condition may cause a loss of clamp load of the pivot joint (arm to axle). Extended use of the lift axle in this condition can result in foreign object debris on the roadway and increase the risk of a crash or injury.

What is the problem?	The lower rear pivot bolts on the lift axle could lose clamp load.
What will your dealer do?	Your dealer will inspect the bolts for proper thread engagement and, if necessary, replace the hardware with longer bolts.
What should you do?	Contact your dealer immediately to schedule an appointment.

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 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 2 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 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: 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 you advising us of the new owner's 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 20PBE and are owned by [REDACTED]

