

# 21PBA Model 320/520 RHSU Steering Column Support

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## Number

21PBA

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## Supplier

Peterbilt

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## Description

In certain Model 320/520 Right Hand Stand-Up (RHSU) configurations the steering column support may crack in the tubular part of the structure.

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## Date

1/19/2021

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## What's New

Safety Recall - **Bulletin Updated: Parts are now available.** In certain Model 320/520 Right Hand Stand-Up (RHSU) configurations steering column support may crack in the tubular part of the structure. Cracks may start from the edge of the welds, near the steering column mounting bracket, and extend outward in the tube steering column may become loose from mounting structure and affect steering control. Inspect and replace RHSU steering column structure. If cracks are present, add additional support brackets to the new (if replaced) or existing structure as directed.

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## Introduction

Peterbilt has decided that a condition affecting vehicle steering may exist in certain Model 320/520 vehicles built from 06/26/2014 through 10/22/2020 with RHSU configurations. The RHSU steering column support may crack in the tubular part of the structure. The RHSU steering column may come loose from mounting structure and affect steering control.

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## 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. If you are not using Service Management to start repair orders, review SIR for "Complete" or "In Process" next to the 21PBA campaign code prior to performing this repair.
3. Follow the procedures below to complete the inspection, replace the steering column support if damaged, and install the additional steering support brackets. Even if the steering column support is not replaced, all chassis on the chassis list will receive the additional support brackets.

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## 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

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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:

- 0.80 hours to inspect the steering column support for damage and add the additional support brackets. File quick claim 21PBA.
- 0.80 hours to inspect steering column support for damage, replace the steering column support and add the additional support brackets.
  - A clear picture of the crack in the steering column support is required for a claim to be processed.
  - File a long form claim referencing 21PBA.
- File an additional claim for extraordinary circumstances, referencing 21PBA. A quick claim or long form claim for standard labor must be filed first.
- File the claim within 14 days in accordance with [Warranty Policy](#).
- Direct Fleets and Dealer Sponsored Fleets (DSF) may not use quick claims when submitting for repairs on chassis related to this bulletin but must submit a long form specifying part numbers, quantities, and pricing for parts used in the repair. Submittal of a Quick Claim for repairs made by the Fleet will be denied as pricing is incorrect on quick claims.

**Take-Off Parts Disposition:** Destroy the take-off parts 30 days after the claim has been paid.

**PRWS CLAIM CODING**

Campaign Code:	21PBA	Campaign Type	Safety Recall
Claim Category:	Truck	Repair Type	Proactive
Customer Concern Code	19	Causal Code	A1
Corrective Action Code	12	Responsibility Code:	Camp
Failure Location	015-002-004	Causal Part	J85-6022
Supplier Code	N/A	SRT Code	<b>002-025: 0.8 hours</b> labor to install the steering column support brackets for RH standup configurations. Includes inspection and replacing a damaged steering column support if necessary.

CLAIM CODING			
Failure Location:	015-002-004	Work Accomplished:	69
Failure Type:	705	Responsibility Code:	09
SRT Code:	<b>002-025: 0.8 hrs</b> labor to install the steering column support brackets for RH standup configurations. Includes inspection and replacing a damaged steering column support if necessary.	Claim Type:	C

## Procedure

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

Follow the attached Procedure to inspect the steering column support for cracks, replace the support if necessary, and install the additional support brackets. Even if the steering column support is not replaced, all chassis on the chassis list will receive the additional support brackets.

## Parts

Parts are available from PACCAR Parts.

Quantity	Part Number	Description
1	J85-6029	Steering Support Bracket
1	J85-6030	Steering Support Bracket
1	J85-6031	Steering Support Bracket
1	J85-6032	Steering Support Bracket
1 - IF NEEDED	J85-6022	Steering Column Support – RH Stand Up
1 - IF NEEDED	J85-6020	Steering Column Support – RH Stand Up with Dual Steer
2	R34-6002-08025RH0M*	M8 hex screw-SEMS washer – 25 mm length
4	HWC05092*	¼" Self Tapping Screw – 0.75" length
3	R34-6002-10040RF0M*	M10 flange screw – 30mm length
3	W20-6011-10TDY0Z*	M10 locking flange nut
* Hardware may be sourced through PPD or sourced locally.		

## Links

[Procedure](#)

[Chassis List](#)

[US Customer Letter](#)

[Canada Customer Letter](#)

[French Customer Letter](#)

Authored by: PR

## Revision History

07/26/2021 - Parts are now available. The bulletin has been updated with warranty and part info. Procedure, Chassis List and Customer Letter attachments have been added.