



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



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21PBA

RECALL NOTICE

Recall Notice: 21PBA

IMPORTANT SAFETY RECALL
Interim Notification

March 11, 2021

Subject: Safety Recall 21PBA - Model 320/520 Steering Column Support
NHTSA 21V004
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 Motors Company has decided that a defect, which relates to motor vehicle safety, exists in certain Model 320/520 Right Hand Stand-Up (RHSU) vehicles manufactured between June 26, 2014 and November 13, 2020. The Steering column support structure may crack or break. Cracks may develop in the formed steel tube as a result of forces applied to the bracket from pulling on the steering wheel or using the steering wheel as a grab handle.

The repair procedure and parts are **NOT currently available**. Peterbilt is required to notify customers of the existence of the identified safety defect. **You will be notified by mail when the repair procedure and parts become available.**

What is the problem?	The steering column support may crack or break.
What will your dealer do?	When Peterbilt has developed the repair procedure, your dealer will inspect for cracks in the structure. If necessary, replace the RHSU steering column structure. Additional support brackets will be added even if no cracks are present.
What should you do?	TAKE NO ACTION AT THIS TIME. You will receive a letter notifying you when your vehicle is eligible for repair.

Peterbilt has initiated this recall to remedy the RHSU steering column issue at no cost to you when parts become available.

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

Our records indicate that these vehicles are affected by 21PBA and are owned by [REDACTED]

[REDACTED]