



PETERBILT MOTORS COMPANY
 A **PERCORP** 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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RECALL NOTICE

Recall Notice: 21PBA

IMPORTANT SAFETY RECALL

August 2, 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,

This notice is sent to you 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 17, 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. If the steering column loosens from the mounting structure, steering control can become affected, increasing the risk of a crash.

What is the problem?	The steering column support may crack or break
What will your dealer do?	Your dealer will inspect for cracks in the structure and, if necessary, replace the RHSU steering column structure. Additional support brackets will be added even if no cracks are present.
What should you do?	Contact your dealer to schedule the repair.

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 and/or labor are required for consideration of reimbursement. Contact your local Peterbilt dealership for details.

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.

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 21PBA and are owned by [REDACTED]

