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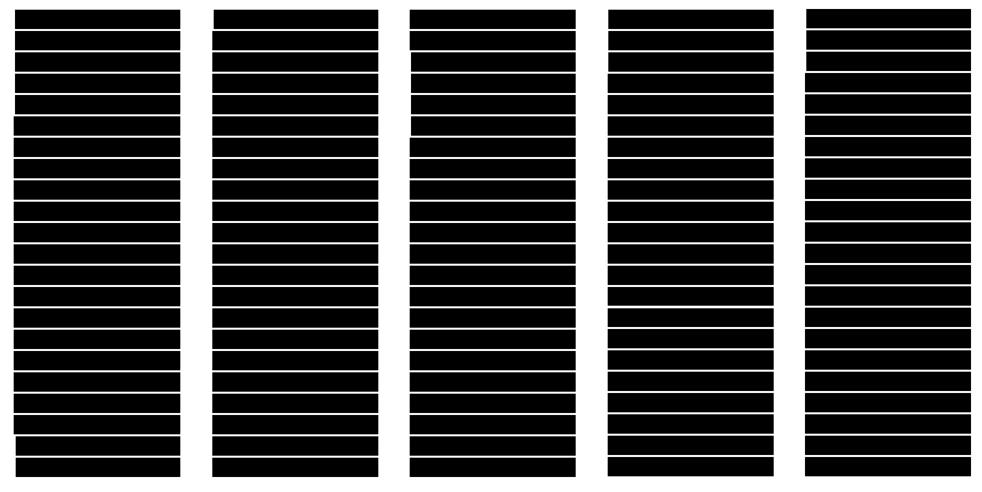
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RECALL NOTICE

-22PBE

Recall Notice: 22PBE



## IMPORTANT SAFETY RECALL

Subject: Safety Recall: 22PBE - Sheppard Steering Gear Incorrectly Assembled

NHTSA: #22V547

**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,

Peterbilt has decided that a defect which relates to motor vehicle safety exists in certain 2022 through 2023 Model Year, 325, 330, 337, 348, 365, 367, 389, 520, 536, 537, 548, 567, 579, and New Model 579 chassis built from 6/01/2021 through 6/16/2022.

The steering gear may have been incorrectly assembled, which could cause the steering gear to fracture, resulting in loss of steering control and increased risk of a crash. In reported instances, the failures have occurred at low speed, high steering angle maneuvers when steering stresses are highest. No audible or visual warning is available.

Peterbilt has initiated a recall to remedy the defect in cooperation with R.H. Sheppard. Please contact your Peterbilt dealer. The steering gear on your vehicle will be inspected. The inspection will take 1.0 hour.

- If the gear passes inspection ("Good" or "Out of Date Range"), no further action is required.
- If the gear fails inspection ("Suspect"), a replacement gear will be ordered and installed.

Steering gears for this repair may have significant lead time due to supplier capacity and supply chain issues. Coordinate with your dealer to determine expected parts arrival dates and inspection/repair scheduling. Inspecting dealers do not need to be the repairing dealer.

Vehicle owners can contact Sheppard directly for more information about this recall. Call 1-877-409-9869. Representatives are available Monday - Thursday, 8:00 am - 6:00 pm ET and Friday 8:00 am - 5:00 pm ET.

When parts arrive at the dealer, the steering gear will be replaced. This repair may take up to 3.0 hours of additional labor depending on vehicle configuration and dealer scheduling. This repair will be performed at no charge to you.

What is the problem? Certain steering gears may have been incorrectly assembled. What will your dealer do?

Dealers will inspect all affected steering gears and replace "Suspect" steering gears as parts are available.

Contact your Peterbilt dealer to schedule an appointment for inspection and/or repair. What should you do?

If you had this inspection and/or repair performed before you received 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. Please contact your Peterbilt dealer for more information.

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.

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 Service 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. Please send all known ownership and address changes to PBDiv.Warranty.Docs@paccar.com.

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.



