



PETERBILT MOTORS COMPANY
 A **PACCAR** 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



SNGLP



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24PBB

IMPORTANT SAFETY RECALL

Safety Recall Notice: 24PBB

IMPORTANT SAFETY RECALL

February 23, 2024

Subject: Safety Recall: 24PBB - Hendrickson COMPOSILITE®EXS20 Lift Axle Bearing Journals
NHTSA: 24V043
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 a defect which relates to motor vehicle safety exists in model 389, 520, and 567 vehicles manufactured from 09/25/2023 through 11/09/2023 with Hendrickson COMPOSILITE®EXS20 steerable auxiliary lift axle suspension assemblies. Bearing journals may not have been correctly seated to the suspension or steering knuckle resulting in oil loss from the wheel end hub assembly. As a result, spindles may loosen or fracture and leave wheel assembly components in the roadway, which may increase the risk of a crash. The operator may notice oil leaking from the wheel end hub prior to any failure. Hendrickson initiated recall 23E-095 to remedy this defect.

What is the problem?	Certain Hendrickson COMPOSILITE® EXS20 suspensions may have been assembled incorrectly. Wheel assembly components in the roadway may increase the risk of a crash.
What will your dealer do?	Dealer will inspect and repair the axle assembly as needed.
What should you do?	Contact your dealer immediately to schedule an appointment.

Peterbilt has initiated this recall to remedy the issue with 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, NHTSA number, and VIN(s) listed in this letter. This repair may take up to 6 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 or experience any difficulty in making arrangements for this repair, please contact the Peterbilt Customer Experience Department at PB_Tech_Pubs.Dept@paccar.com.

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 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 Experience
Peterbilt Motors Company

Scan this QR code to open the
Peterbilt Dealer Locator.



Our records indicate that these vehicles are affected by 24PBB and are owned by [REDACTED]

[REDACTED]