



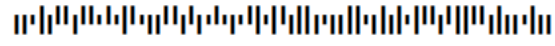
PETERBILT MOTORS COMPANY
 A **PACCAR** COMPANY
 1700 WOODBROOK STREET
 DENTON, TEXAS 76205-7864
 940-591-4000

IMPORTANT SAFETY RECALL INFORMATION



U.S. Department of
 Transportation

Issued in Accordance
 With Federal Law



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24PBF

Safety Recall Notice: 24PBF

IMPORTANT SAFETY RECALL

IMPORTANT SAFETY RECALL

July 15, 2024

Subject: Safety Recall: 24PBF - Sheppard Steering Gear Sector Shaft
NHTSA: 24V233
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 year 2025 536/548/567/579 vehicles built from 08/02/2023 through 01/11/2024. The steering gear(s) in these vehicles may contain components that were not adequately heat-treated during assembly. Specifically, the sector shaft gear teeth may prematurely wear, crack, or fracture and interfere with the steering gear mechanism. This may lead to steering gear binding, which may increase the risk of a crash. If the operator notices a sudden increase in steering difficulty or popping sound, the operator should carefully steer the vehicle to a safe location.

What is the problem?	Certain steering gears may have a sector shaft that does not meet hardness requirements.
What will your dealer do?	Dealers will inspect all affected steering gears and replace suspect steering gears as parts are available.
What should you do?	Contact your Peterbilt dealer to schedule an inspection and possible repairs.

Peterbilt Motors Company has initiated this recall to remedy the defect with no charge to you. Please contact your Peterbilt dealer to schedule an appointment for these services. To find your nearest Peterbilt dealer you can use "Find a Dealer" at www.Peterbilt.com or scan the QR code on this letter. When contacting your Peterbilt dealer, reference the Safety Recall number and VIN(s) listed in this letter.

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 **4.0 hours** of additional labor depending on vehicle configuration and dealer scheduling. This repair will be performed at no charge to you.

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 24PBF and are owned by [REDACTED]

[REDACTED]
[REDACTED]
[REDACTED]