



PETERBILT MOTORS COMPANY
A **PACCAR** COMPANY
1700 WOODBROOK STREET
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940-591-4000

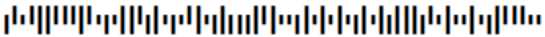
IMPORTANT SAFETY RECALL INFORMATION



Issued in Accordance
With Federal Law



FIRST-CLASS MAIL
U.S. POSTAGE
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CLEVELAND, OH
Permit No. 469



*****SNGLP



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24PBG

IMPORTANT SAFETY RECALL

Safety Recall Notice: 24PBG

IMPORTANT SAFETY RECALL

August 7, 2024

Subject: Safety Recall: 24PBG: USK Drag Link and Tie Rod End Ball Stud Heat Treatment
NHTSA: 24V433
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 Peterbilt 220, 520, 536, 537, 548, 567, 579, and 589 vehicles manufactured from 04/11/2024 through 07/03/2024 with USK drag links and/or front steer axles with USK tie rod ends. Supplier USK used a heat treatment process that may have resulted in ball studs that failed to meet the supplier’s hardness specification. Affected ball studs may have been incorporated into drag link assemblies and/or tie rod ends. If the ball stud fractures, the driver may experience a loss of steering and reduced vehicle control, which may increase the risk of a crash. Peterbilt recommends that affected vehicles are not driven until:

- 1. The components are inspected and are proven to be outside of the suspect Julian date range.
- or
- 2. The components are inspected and replaced if found to be within the suspect Julian date range.

What is the problem?	Certain vehicles may have a tie rod or drag link with a ball stud out of hardness specification.
What will your dealer do?	Your Peterbilt dealer will inspect your truck for suspect components and will replace, as necessary.
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, Transport Canada Recall Number, and VIN(s) listed in this letter. This repair may take up to **4 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 24PBG and are owned by

[Redacted list of vehicle owners]