



PETERBILT MOTORS COMPANY
 A **PRIMO** 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



IMPORTANT SAFETY RECALL



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Safety Recall Notice: 24PBF

IMPORTANT SAFETY RECALL

Interim Notification

April 23, 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 not meet hardness standards and could be susceptible to premature wear, cracking, or fracture. A fractured gear tooth may interfere with the gear mechanism leading to binding which in turn may increase the risk of a crash. If a sudden increase in steering effort is noticed, the driver should carefully steer the vehicle to a safe location.

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| What is the problem? | Certain steering gears may have a sector shaft that does not meet hardness requirements. |
| What will your dealer do? | When parts and procedures are available, dealers will inspect and replace suspect steering gears. |
| What should you do? | There is no action required on your part at this time. |

Peterbilt Motors Company has initiated this recall to remedy the issue at no cost to you. **Currently, parts and repair procedures are not available to correct this condition.** However, Peterbilt is required to notify customers of the existence of the identified safety defect. **You will be notified by mail when the parts and repair procedures become available.**

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 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 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]

