



Federal Recall Information

19PBG

Supplier

Dana

Description

Dana Axle Output Shaft

Release Date

12/20/2019

Introduction

Peterbilt Motors Company has determined that a defect, which relates to motor vehicle safety, may exist in certain model 348, 367, 389, 520 or 567 vehicles manufactured between November 22, 2019 and December 5, 2019. Output shafts may not have been correctly heat-treated and could break near the pinion nut. Dealers are instructed to hold these vehicles.

Resolution

SAFETY RECALL

Service all affected chassis that enter your dealership, even if the customer has no issue with the chassis.

1. Review the attached chassis list for your dealer code and schedule your customer(s) for service if their chassis is on the list.
 2. If you are not using Service Management to start repair orders, review SIR for "Complete" or "In Process" next to the "19PBG" campaign code prior to performing this repair.
 3. Follow the procedures below to inspect the Julian date code of the output shaft and, if needed, replace the output shaft.
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It is a violation of Federal law for a dealer to sell or lease new vehicles covered by this recall until the defect or noncompliance has been corrected.

Warranty

There is no time or mileage limit for this recall. Peterbilt will pay for parts at dealer net plus applicable mark up and labor:

- 0.3 hours labor to R&I the driveshaft from the suspect axle, then inspect and record the Julian Date of the output shaft ONLY.
- The Julian Date MUST be recorded on the claim.

- 2.5 hours labor to R&I the suspect driveshaft from the suspect axle, confirm the Julian Date of the output shaft, and replace the output shaft.
 - The Julian Date **MUST** be recorded on the claim.
- File the long form claim within 14 days in accordance with [Dana Warranty Policy](#).

<i>For Field...</i>	<i>Enter...</i>
Failure Location	22-003-001
Failure Type	705
Claim Type	C
Labor:	
SRT 022-016	0.3 hrs - Interaxle driveline R&I to Inspect suspect axle output shaft & record Julian Date.
SRT 022-202	2.5 hrs - Input or output shaft bearing and oil seal R & R includes R & R

Parts

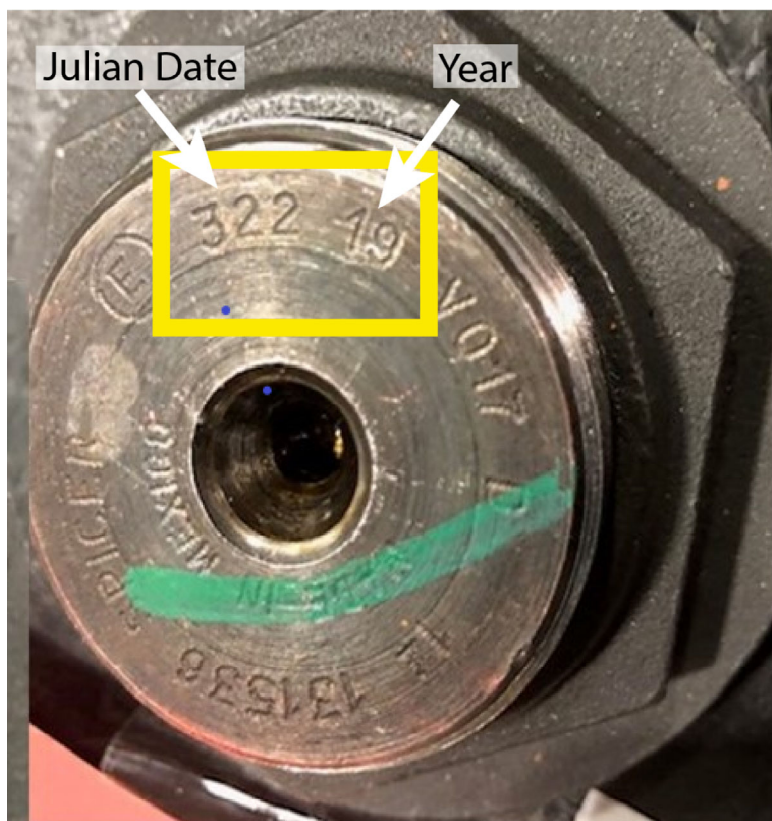
Parts are available from PACCAR Parts.

Quantity	Part Number	Description
1*	250-70-39 or 170-70-18	Driveline strap kit
1	512894ETN	Output shaft comes with yoke nut
1	210737DAN	Yoke oil seal
1	513877ETN	Output shaft subassembly. Includes bearing cups & races, and snap ring
As Required	Loctite 271	Source locally
*Dependent on axle type. Consult WebECAT for the appropriate part number.		

Procedure

Vehicles with tridems (indicated in the attached Chassis List) will require inspections of the forward rear and middle rear axle output shafts.

1. Disconnect the interaxle driveline from the suspect output shaft.
2. Inspect the date code on the output shaft.
3. If the date code is 312 or from 318 through 328, then continue with this procedure.



4. If the date code is outside of the dates above, then no further action is required. Reinstall the driveline.
5. Replace the output shaft using procedures in manual [ASXM-0057](#) with the following exceptions:
 - the axle shafts do not need to be removed
 - the inner bearing cup DOES NOT need to be replaced

Attachments

[Chassis List](#)

Authored by: PR

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December 20, 2019

IMPORTANT SAFETY RECALL

This notice applies to your vehicle. Your VIN(s) can be found on the bottom or back of this page.

Subject: Safety Recall 19PBE Dana Axle Output Shaft
NHTSA ID: 19V911
EXPIRATION DATE: NONE

Dear Peterbilt Customer,

You are receiving this notice in accordance with the National Traffic and Motor Vehicle Safety Act.

Peterbilt has decided that a defect which relates to motor vehicle safety may exist in certain Model 348, 367, 389, 520 or 567 vehicles manufactured between November 22, 2019 and December 5, 2019. Certain Dana forward rear axle output shafts may have been improperly heat treated, which can cause the shaft to fracture. Fracture of the shaft could result in the threaded portion of the shaft and the driveline yoke retaining nut to detach from the vehicle and fall onto the roadway. Additionally, if the fracture of the threaded portion of the shaft and nut from the forward rear axle were to go unnoticed, the interaxle driveline may become detached from the forward rear axle during suspension/axle articulation. Either condition may result in the increased risk of a crash, personal injury and/or property damage.

<i>What is the problem?</i>	An improperly heat treated output shaft may fracture at the transition of the shaft splines to the retaining nut thread.
<i>What will your dealer do?</i>	Dealers will inspect the output shaft and, if it is within the suspect date codes, they will replace it.
<i>What should you do?</i>	Contact your Peterbilt Dealer to schedule an appointment for repair.

Peterbilt Motors Company 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 and the NHTSA number listed in this letter. This repair may take up to 3 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.

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 Services Department, phone 940-591-4220.

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 if you know their name.

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.

