



## Federal Recall Information

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**19PBF**

### Supplier

Peterbilt

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### Description

Certain Model 520 vehicles with Right-Hand Standup (RHSU) configuration may have an improperly supported steering gear assist bracket

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### Release Date

1/31/2020

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### Introduction

Peterbilt Motors Company has decided a defect, which relates to motor vehicle safety, may exist in certain Model 520 vehicles with Right Hand Stand Up (RHSU) configuration built between June 15, 2018 and February 14, 2019. Vehicles may have an improperly supported steering gear assist bracket due to the incorrect spring bracket installed. The spring bracket may be missing 3 drilled and tapped holes which will provide additional support for the steering gear assist bracket.

An improperly supported steering gear assist bracket may flex or break and cause damage to other components or cause the steering to lock up.

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### Resolution

#### **Safety Recall - Interim Notification**

This bulletin will be updated as soon as parts become available.

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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.

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### Parts

This bulletin will be updated as soon as parts become available.

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### Attachments

[Interim Customer Letter](#)  
[Chassis List](#)

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Authored by: DKH

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January 31, 2020



## IMPORTANT SAFETY RECALL

### Interim Notification

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

Subject: Safety Recall 19PBF Model 520 RHSU Front Spring Bracket  
NHTSA 19V917  
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 520 vehicles with right-hand standup configuration (RHSU) manufactured between June 15, 2018 and February 14, 2019. Your vehicle may have an incorrect front spring bracket installed, which prevents proper installation of the steering gear assist bracket on the right-hand side.

An improperly supported steering gear assist bracket may flex or break and cause damage to other components or cause the steering to lock up.

|                                         |                                                                                                                                                                                              |
|-----------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b><i>What is the problem?</i></b>      | Improperly supported steering gear assist bracket                                                                                                                                            |
| <b><i>What will your dealer do?</i></b> | When parts become available for this repair, your dealer will inspect your vehicle for the issue, and if needed, drill and tap holes for additional support for the steering assist bracket. |
| <b><i>What should you do?</i></b>       | There is no action required on your part at this time.                                                                                                                                       |

Peterbilt Motors Company has initiated this recall to remedy the defect with no charge to you. **Currently, parts are unavailable 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 become available.**

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,

A handwritten signature in black ink, appearing to read "Michelle Ponsonby".

Michelle Ponsonby  
Director of Customer Service  
Peterbilt Motors Company