

Select the date.

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 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 assist bracket on the right-hand side.

An improperly mounted steering assist cylinder bracket may break and cause damage to surrounding components and/or lock up the steering, increasing the risk of a crash.

<i>What is the problem?</i>	Improperly supported steering assist bracket
<i>What will your dealer do?</i>	Inspect your vehicle for the issue, and if needed, drill and tap holes for additional support for the steering assist bracket.
<i>What should you do?</i>	Please contact your Peterbilt dealer to schedule an appointment for these services.

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 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. This repair may take up to **3.0 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.





Federal Recall Information

19PBF

Supplier

Peterbilt

Description

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

Release Date

3/3/2020

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 cylinder bracket may break and cause damage to surrounding components and/or lock up the steering, increasing the risk of a crash.

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 "19PBF" campaign code prior to performing this repair.
 3. Follow the procedures below to inspect the right hand spring bracket and the steering assist bracket.
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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:

- **0.30 hours labor** to inspect the steering gear assist bracket to confirm it is mounted with all 5 bolts. **File a long form claim.**

- 2.3 hours labor to replace the steering gear assist bracket, drill and tap 3 additional holes into the spring bracket, and mount the steering gear assist bracket to the spring bracket. File a long form claim.
- File a separate long form claim for extraordinary circumstances or extenuating damages.**

Take off parts disposition: Destroy take off parts 30 days after claim is paid.

For Field...	Enter...
Failure Location	015-007-026
Failure Type	705
Claim Type	CC
Campaign Number	19PBF
SRT 015-122	0.3 Hours Labor to inspect the steering gear assist bracket to confirm mounted with all 5 bolts and washers.
SRT 015-123	2.3 Hours Labor to replace steering gear assist bracket, drill and tap 3 additional holes and mount steering assist bracket to spring bracket.

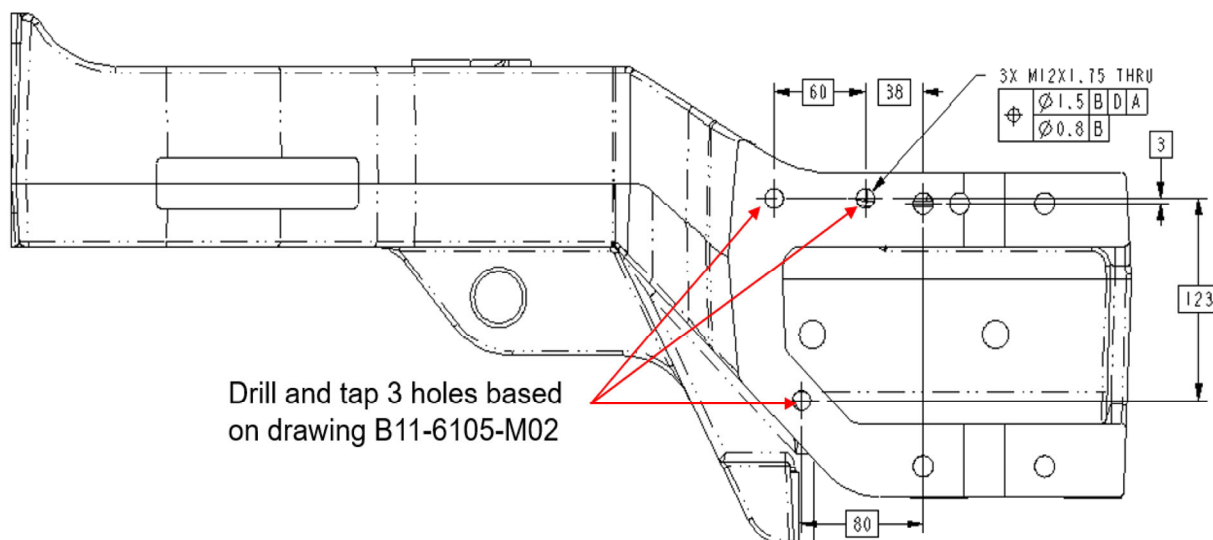
Parts

Parts are available through PACCAR Parts.

Quantity	Part Number	Description
1	J11-6037	BRACKET, P/S ASSIST CYL
5	HWU10649	BOLT-HEX M12-1.75X40 CL10.9 ZN
<u>5</u>	HWC07962	WASHER-ROUND M12X26.35X4.10 HDND STL
1	079340-43900	LOCTITE 243, 0.5 ML, THREADLOCKER

Procedure

- Inspect the steering gear assist bracket to ensure it is mounted with all 5 bolts. If all 5 bolts are installed. No further action is required.
- Replace the steering gear bracket, drill and tap 3 holes per drawing B11-6105-M02R and mount the new steering gear assist bracket to the spring bracket with 5 new bolts and washers. See image below.



Required Tools to Drill and Tap the Holes:

1. Drill – 10.3mm or 13/32 drill
2. Tap – M12 X 1.75

Attachments

[Customer Letter](#)

[Chassis List](#)

[Interim Customer Letter](#)

Revisions

03/04/2020 - The interim bulletin has been updated

Authored by: DKH

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