



Federal Recall Information

20PBD

Supplier

Peterbilt

Description

Certain Model 520 vehicles with Right-Hand Stand-Up ("RHSU") configuration may have incorrect bolts installed on the steering assist cylinder bracket. NHTSA recall number is 20V429 and Transport Canada recall number 2020-340

Release Date

8/7/2020

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 February 15, 2019 and December 20, 2019. Vehicles may have incorrect steering assist cylinder bracket bolts installed, which prevents proper retention of these bolts. The steering assist cylinder bracket attached to the right front spring bracket with these bolts may also be damaged.

The bolts installed may not have the required thread lock and this could result in loose or missing hardware. This may cause the bracket to flex or break and cause damage to adjacent components or lock up steering.

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 "20PBD" campaign code prior to performing this repair.
 3. Follow the procedures below to remove and reinstall the steering assist cylinder bracket bolts.
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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 remove and reinstall the steering gear assist bracket bolts with thread locker only. File a long form claim
- File a separate long form claim for extraordinary circumstances or extenuating damages (any components damaged by the improperly secured steering assist bracket).

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	20PBD
SRT 015-007	0.3 Hours Labor to remove and reinstall the steering assist bracket bolts with thread lock.

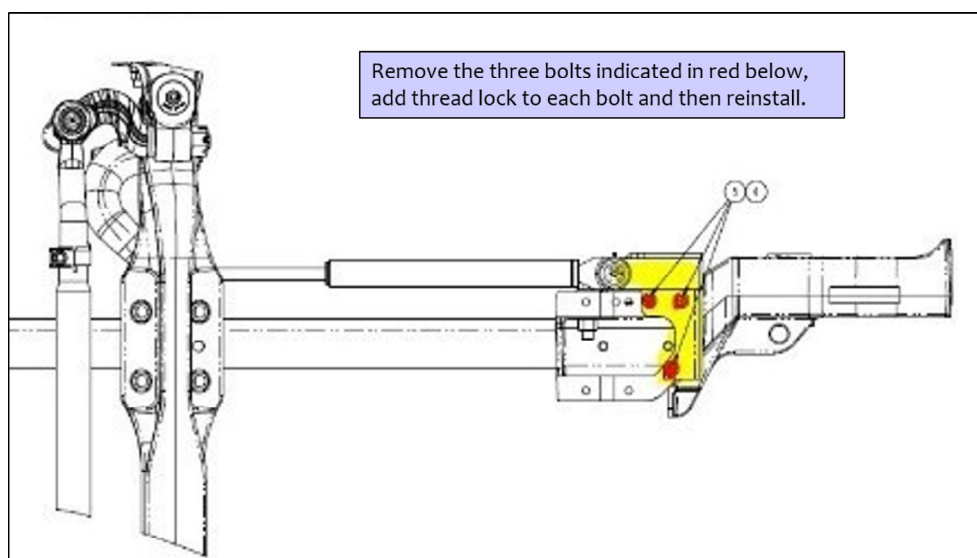
Parts

No parts required for this recall.

Procedure

1. Locate the steering assist cylinder bracket attached to the right front spring bracket.
2. Remove and reinstall the 3 bolts with Loctite 243 thread locker attaching the bracket to the front spring bracket.
3. Torque (3) M12 bolts to 75 lbft/102 Nm

Review the image below for bracket and bolt location.



Attachments

[Chassis List](#)

[US Customer Letter](#)

[Canada English Customer Letter](#)

[Canada French Customer Letter](#)

Authored by: DKH

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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 20PBD Model 520 RHSU Steering Assist Cylinder Bracket Bolts
NHTSA 20V429
EXPIRATION DATE: NONE

Dear Peterbilt Customer,

This notice is sent to you 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 stand-up ("RHSU") configuration manufactured between February 15, 2019 and December 20, 2019. Your vehicle may have incorrect steering assist cylinder bracket bolts installed on the front spring bracket, which prevents proper retention of the steering assist bracket on the right-hand spring bracket.

Incorrect steering assist cylinder bracket bolts, if loose or missing, may cause the bracket to flex or break and cause damage to surrounding components and/or lock up the steering, increasing the risk of a crash without warning.

What is the problem?	Incorrect steering assist cylinder bracket bolts installed.
What will your dealer do?	Remove and reinstall the steering assist cylinder bracket bolts with thread lock.
What should you do?	Please contact your Peterbilt dealer to schedule an appointment for these services.

Peterbilt Motors Company has initiated this recall to remedy the defect at 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 **1.0 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 you advising us of the new owner's 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.

