

24PBB - Hendrickson COMPOSILITE® EXS20 Lift Axle Bearing Journals

Number

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24PBB / NHTSA #: 24V043 / Transport Canada #: 2024-038 / Hendrickson Recall #: 23E-095

Supplier

Hendrickson

Description

Hendrickson COMPOSILITE® EXS20 Lift Axle Bearing Journals

Date

2/9/2024

What's New

Safety Recall

Reference Hendrickson Recall 23E-095

Hendrickson alerted Peterbilt to a limited number of Hendrickson COMPOSILITE® EXS20 steerable, auxiliary lift axle suspension assemblies and individual steering knuckle assembly components that are equipped with bearing journals that may not have been seated correctly to the backbones of the left and right-side steering knuckle assembly components during manufacture.

Loss of oil from the respective axle hubs may cause the spindles to become loose from the steering knuckle assemblies or otherwise fracture and/or cause wheel end hub damage . This can further result in foreign object debris on the roadway, increasing the risk of a crash and/or injury.

Introduction

Safety Recall

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steering knuckle assembly components that are equipped with bearing journals that may not have been seated correctly to the backbones of the left and right-side steering knuckle assembly components during manufacture.

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Situation

44 (43 US and 1 Canada) Model year 2024 389, 520, and 567 manufactured from 09/25/23 through 11/09/23 with Hendrickson COMPOSILITE® EXS20 steerable, auxiliary lift axle suspension assemblies.

Resolution

Safety Recall

Reference Hendrickson Recall 23E-095

Hendrickson bulletin will provide direction on:

- Inspection
- Repairs
- Parts
- Warranty Claims

Federal Law

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

Reference Hendrickson Recall 23E-095 to determine warranty eligibility and claim instructions.

Procedure

Reference Hendrickson Recall 23E-095 for any necessary inspection and/or repair procedures.

Parts

Reference Hendrickson Recall 23E-095 to determine any necessary parts related to this safety recall.

Links

[24PBB - Chassis List](#)

[24PBB - US Customer Letter](#)

[24PBB - Canadian Customer Letter - English](#)

[24PBB - Canadian Customer Letter - French](#)

LETTER FROM MANUFACTURER (HENDRICKSON) SENT TO CUSTOMERS

[24PBB - HENDRICKSON Customer Letter](#)

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: 24PBB – Hendrickson COMPOSILITE® EXS20 Lift Axle Bearing Journals
Transport Canada Recall: 2024-038
EXPIRATION DATE: NONE

Dear Peterbilt Customer,

This notice is sent to you in accordance with the requirements of the Motor Vehicle Safety Act. This is to inform you that your vehicle may contain a defect that could affect the safety of a person.

Peterbilt Motors Company has decided a defect which relates to motor vehicle safety exists in model 389, 520, and 567 vehicles manufactured from 09/25/2023 through 11/09/2023 with Hendrickson COMPOSILITE® EXS20 steerable auxiliary lift axle suspension assemblies. Bearing journals may not have been correctly seated to the suspension or steering knuckle resulting in oil loss from the wheel end hub assembly. As a result, spindles may loosen or fracture and leave wheel assembly components in the roadway, which may increase the risk of a crash. The operator may notice oil leaking from the wheel end hub prior to any failure. Hendrickson initiated recall 23E-095 to remedy this defect.

What is the problem?	Certain Hendrickson COMPOSILITE® EXS20 suspensions may have been assembled incorrectly. Wheel assembly components in the roadway may increase the risk of a crash.
What will your dealer do?	Dealer will inspect and repair the axle assembly as needed.
What should you do?	Contact your dealer immediately to schedule an appointment.

Peterbilt 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, Transport Canada Recall Number, and VIN(s) listed in this letter. This repair may take up to 6 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. Contact your local Peterbilt dealership for details.

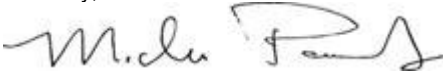
If you require further information about this recall or experience any difficulty in making arrangements for this repair, please contact the Peterbilt Customer Experience Department at PB.Tech.Pubs.Dept@paccar.com.

For additional information about the recall, you can contact Transport Canada at 1-800-333-0510.

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 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.



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: 24PBB – Hendrickson COMPOSILITE® EXS20 Lift Axle Bearing Journals
NHTSA: 24V043
EXPIRATION DATE: NONE

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 a defect which relates to motor vehicle safety exists in model 389, 520, and 567 vehicles manufactured from 09/25/2023 through 11/09/2023 with Hendrickson COMPOSILITE® EXS20 steerable auxiliary lift axle suspension assemblies. Bearing journals may not have been correctly seated to the suspension or steering knuckle resulting in oil loss from the wheel end hub assembly. As a result, spindles may loosen or fracture and leave wheel assembly components in the roadway, which may increase the risk of a crash. The operator may notice oil leaking from the wheel end hub prior to any failure. Hendrickson initiated recall 23E-095 to remedy this defect.

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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 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

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Sélectionner la date

IMPORTANT RAPPEL DE SÉCURITÉ

Cet avis concerne votre véhicule. Votre (vos) NIV(s) se trouve(nt) au bas ou au verso de la présente.

Objet : Rappel de sécurité : 24PBB – Radial du roulement de l'essieu relevable Hendrickson COMPOSILITE® EXS20
Rappel de Transport Canada : 2024-038
DATE D'EXPIRATION : AUCUNE

Cher client Peterbilt,

Le présent avis vous est envoyé conformément aux exigences de la *Loi sur la sécurité automobile*. La présente a pour but de vous informer que votre véhicule est susceptible d'avoir un défaut qui pourrait porter atteinte à la sécurité humaine.

Peterbilt Motors Company a constaté qu'une défectuosité liée à la sécurité des véhicules automobiles est présente dans certains véhicules de modèles 389, 520 et 567, fabriqués entre le 25/09/2023 et le 09/11/2023, équipés d'assemblages de suspension auxiliaire d'essieu relevable dirigé Hendrickson COMPOSILITE® EXS20. Il est possible que le radial du roulement n'ait pas été assujéti correctement à la suspension ou à la porte-fusée de direction résultant en une fuite d'huile émanant de l'assemblage du moyeu d'extrémité de roue. Il pourrait en résulter que les fusées se desserrent ou se fracturent et permettent aux composantes d'assemblage de la roue de tomber sur la chaussée, ce qui pourrait augmenter le risque d'accident. Il est possible que l'opérateur remarque une fuite d'huile émanant du moyeu de l'extrémité de roue avant toute défaillance. Hendrickson a initié le rappel 23R-095 afin de remédier à cette défectuosité.

Quel est le problème ?	Il est possible que certaines suspensions Hendrickson COMPOSILITE® EXS20 aient été assemblées incorrectement. Les composantes d'assemblage de roue qui se retrouveraient sur la chaussée pourraient augmenter le risque d'accident.
Que fera votre concessionnaire ?	Le concessionnaire inspectera et réparera l'assemblage d'essieu, au besoin.
Que devriez-vous faire ?	Communiquer immédiatement avec votre concessionnaire afin de prendre rendez-vous. .

Peterbilt Motors Company a mis en place ce rappel afin de remédier au problème, sans frais. Veuillez communiquer avec votre concessionnaire Peterbilt afin de prendre rendez-vous pour ces services. Pour trouver votre concessionnaire Peterbilt, veuillez consulter Dealer Locator sur www.Peterbilt.com ou balayer le code à barres. Au moment de communiquer avec votre concessionnaire Peterbilt, vous référer au numéro de rappel de sécurité, au numéro de rappel de Transport Canada, ainsi qu'au(x) NIV(s) listé(s) à la présente. Cette réparation peut nécessiter jusqu'à 6 heures de main-d'œuvre selon la disponibilité du concessionnaire.

Si vous avez déjà fait effectuer cette réparation avant la réception de la présente, vous pourriez être admissible à un remboursement de vos frais pour avoir remédié sans préavis au problème associé à ce rappel. Des reçus pour les pièces et/ou main-d'œuvre sont requis afin d'envisager un remboursement. Communiquez avec votre concessionnaire Peterbilt pour les détails.

Si vous avez besoin de plus d'information au sujet de ce rappel ou rencontrez des difficultés à obtenir un rendez-vous pour cette réparation, veuillez communiquer avec le département de l'expérience-client de Peterbilt sur PB.Tech.Pubs.Dept@paccar.com.

Pour de l'information additionnelle au sujet de ce rappel, vous pouvez communiquer avec Transport Canada au 1-800-333-0510.

La loi fédérale nécessite de tout bailleur de véhicules qui reçoit cet avis de rappel d'en faire parvenir une copie à toute personne ayant loué un véhicule et ce, dans un délai de dix jours. Si ce véhicule ne vous appartient plus, nous apprécierions que vous nous fassiez part du nom du nouveau propriétaire. Veuillez faire parvenir toute information relative au nouveau propriétaire et son adresse à PBDiv.Warranty.Docs@paccar.com.

Nous nous excusons pour tout inconvénient causé par cette procédure préventive et vous remercions de votre participation afin d'aider Peterbilt à offrir les plus hauts niveaux de satisfaction de la clientèle et d'expertise de service. Nous apprécions votre entreprise ainsi que votre constante fidélité envers Peterbilt et son réseau de concessionnaires. Les produits Peterbilt se distinguent en étant leader de l'industrie en matière de qualité, performance et fiabilité; et nous vous remercions de faire d'un Peterbilt votre camion préféré.

Salutations,



Michelle Ponsoby
Directrice de l'expérience client
Peterbilt Motors Company

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Peterbilt Dealer Locator.

