

15-031: Sheppard Steering Gear Replacement for 24PBC

3/6/2024

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15-031

Sheppard Steering Gear Replacement for 24PBC.

Subject

Sheppard Steering Gear Replacment for 24PBC.

Whats New Abstract

This Bulletin contains parts ordering and replacement procedures for Steering Gears identified as SUSPECT under 24PBC ONLY.

Steering Gears repaired under this bulletin MUST be entered into the [Serial Number Tracking Form](#) for 24PBC.

Condition

Certain Model Year 2024-2025 Peterbilt 389, 520, 535, 536, 537, 548, 567, 579, and 589 chassis with verified SUSPECT steering gears identified through inspection procedures in safety recall 24PBC.

This bulletin contains parts ordering and repair information for steering gears identified as SUSPECT under 24PBC ONLY.

Only chassis listed on Serial Number Tracking Form for 24PBC are authorized to use this bulletin for replacement. Contact Field Service for verification of inspection results if necessary.

Chassis Affected

Certain Model Year 2024-2025 Peterbilt 389, 520, 535, 536, 537, 548, 567, 579 and 589 chassis with verified SUSPECT steering gears identified through

Recall 24PBC.


Action

Safety Recall

1. Refer to service management and/or SIR for the affected chassis.

Recall 24PBC inspection MUST be completed for the chassis AND the inspection result MUST be "SUSPECT" before this bulletin applies.


Refer to safety recall 24PBC for inspection procedures.

 NOTE
Only primary (master) steering gears are affected by this recall. Secondary (slave) gears are not affected by this recall.

2. If chassis returns "GOOD" or "OUT OF DATE RANGE" during 24PBC inspection, no repair or replacement is necessary. Follow instructions in 24PBC.
3. Repair claims for chassis verified as "GOOD" or "OUT OF DATE RANGE" may be denied.
4. If chassis returns SUSPECT during 24PBC inspection, continue below.
5. Confirm with the customer that your dealership will be the repairing location before ordering parts.
6. Refer to ECAT for specific chassis to determine additional parts needed. See attached [Additional Parts List](#).
7. Order additional parts as necessary.
8. Prepare an inventory of required additional parts from ECAT and confirm all parts have arrived before scheduling the chassis for repair. See [attached procedures](#) for details.
9. Follow steps in Parts section to request replacement steering gears for affected vehicles.
10. Return removed "SUSPECT" gears to R.H. Sheppard using the steps in Warranty Section, below.

Replacement steering gears may have a long lead time due to supplier capacity. Use the procedures in the Parts section to place an order and

confirm the lead time. Coordinate the repair scheduling with the customer.

 CAUTION
Advise vehicle owner of inspection results and obtain direction regarding release of truck pending parts availability.
Vehicle owner to determine use of truck while waiting for parts.

New vehicles that are repaired before purchase **MUST** be given a Disclosure Form. Attach a copy of the disclosure form to the repair claim.

 LEGAL DISCLOSURE
DISCLOSURE STATEMENT: Steering gears may be replaced with remanufactured gears from R.H. Sheppard. These remanufactured parts have the same warranty as new from the manufacturer. New vehicles can only be sold with remanufactured parts with full disclosure to the customer before final purchase.
The following will be on a separate Disclosure Form to be provided to the customer when receiving a new truck repaired before final sale:
“This vehicle was involved in a safety recall and was repaired prior to sale to the first purchaser with a steering gear remanufactured by R.H. Sheppard. This remanufactured gear comes with the standard factory warranty. Refer to the Warranty Agreement for details.”

**CAUTION**

Dealers could be held liable for violations of Consumer Protection Laws if the presence of remanufactured parts on new vehicles is not clearly and conspicuously disclosed to the customer at the time of sale.

- This [Disclosure Form](#) MUST be given to the purchaser of NEW vehicles repaired before purchase.
- Attach a copy of the Disclosure Form to the warranty claim for repair.

Warranty

There is no time or mileage limit for this recall. Peterbilt will pay for parts and labor:

2.0 hours to complete the following per bulletin procedures:

1. Look up and order additional parts from ECAT for each chassis to be repaired.
2. Replace the steering gear.
3. Set the relief plungers.
4. Bleed the power steering system.
5. Apply touch-up paint to exposed mounting hardware.

0.5 hours to check alignment. This does not include a full vehicle alignment. This is a check to ensure that the steering gear was installed correctly. No

changes to alignment adjustments (tie rods) are necessary during this procedure.

0.2 hours to calibrate the steering angle sensor using Bendix ACOM Pro. (If equipped)

- File Recommended Repair editable claim 15-031, to include parts replaced during installation. See parts section for required additional parts.
- Include PNG Logistics tracking number for returned gears in claim.
- New vehicles that are repaired before purchase MUST be given a Disclosure Form. Attach a copy of the [Disclosure Form](#) to the repair claim.
- File an additional claim for extraordinary circumstances. A quick claim for standard labor must be filed first. Suggested repairs, quick claim number

must be included in repair story of additional claim.

- Return suspect steering gears to R.H. Sheppard.
- No Pre-Authorization or RGA/RMA is required for this return.
 - Contact PNG Logistics at 877-764-9441 for shipping instructions.
 - Ship the suspect gear to:
 - Sheppard Recall 2024
 - ATTN: {use steering gear serial number}
 - 300 N. Forney Ave.
 - Hanover, PA 17331
- Place a copy of the claim with the returned steering gear.
- Canadian Dealers: If necessary, use the supplier’s Tax ID 66-0428542.
- File the claim within 7 days in accordance with Warranty Policy.

PRWS CLAIM CODING			
Campaign Code:	15-031	Campaign Type:	Safety Recall
Claim Category:	Truck	Repair Type:	Proactive
Customer Concern Code:	128	Causal Code:	62
Corrective Action Code:	06	Responsibility Code:	SUP
Failure Location:	015-003-061	Causal Part:	Refer to ECAT for chassis-specific part numbers. (J87-6024)
Supplier Code:	15310AA	SRT Code:	B24-02B 2.0 hrs Look up

		parts in ECAT, Replace the steering gear, set plungers, bleed steering system.
		B24-02C 0.5 hours Steering Alignment Check per bulletin procedures.
		B24-02D 0.2 hours Calibrate steering angle sensor using Bendix ACOM, per bulletin procedure.

Parts

Follow the steps below to request replacement steering gears and additional parts for affected vehicles.

Authorized additional parts for steering gear replacement are listed [here](#). Specific part numbers and quantity are available in ECAT for each chassis. Include


specific part numbers and quantities in editable claim for steering gear replacement. Refer to the replacement procedures for parts that must be replaced.

[Authorized Additional Parts and Hardware Cross-Reference](#)

After verifying that you have a suspect part using the procedures in **24PBC**, open a TCS365 Technical Assistance case for further approval.

If you have not already done so:

Check the steering gear serial number using the [Sheppard Steering Gear Classification Tool](#). Enter the results into the [Serial Number Tracking Form](#).

 NOTE
TCS365 cases MUST be opened EXACTLY as shown below. Any missing or incorrect information will result in parts orders being delayed or canceled.

1. Open [TCS365](#) in Google Chrome or Microsoft Edge.
2. Select: **Vehicle Support - Technical Assistance**.
3. Case Type: **Chassis Support**
4. Case Category: **General Questions**
5. Subject: **24PBC**
6. Area of Concern: **Steering**

If you have not already done so:

Check the steering gear serial number using the [Sheppard Steering Gear Classification Tool](#). Enter the results into the Serial Number Tracking Form.

7. In the Details section, include:
 - Steering Gear Serial Number
 - Sheppard Steering Gear Classification Tool results
 - Part number shown on Sheppard Classification Tool results


8. Submit the case.

Technical Assistance will review your case details and respond with whether you are approved to order parts or denied.

If denied, unit may be released to the customer with no further repair necessary. No further action from the dealer is needed.

If approved by Technical Assistance to order parts, open a separate TCS365 case to place an order.

If approved by Technical Assistance to order parts, open a separate TCS365 case to place an order.

 NOTE
!!DO NOT PROCEED PAST THIS POINT UNTIL NOTIFIED VIA TCS365!!

*Dealers are not placing orders for steering gears themselves - orders will be placed by PACCAR Parts Customer Service, via TCS365 cases only.

*It is required to include the Technical Assistance case # in the "Place an Order" case.

1. Open [TCS365](#) in Google Chrome or Microsoft Edge.
2. Select Order Support – Order Inquiry.
3. Type: 'Place an Order'
4. Case Category Place a General Order.
5. Enter the following in the Subject line:
 - o Campaign number: **24PBC 15-031**
 - o **The Technical Assistance case # that has the approval from Technical Assistance – an order will not be placed without this.**
 - o Example: **24PBC case 05112345**
6. **Check the box for "Campaign" and further select 24PBC for Peterbilt. This will ensure your case gets sent to the correct department.**



Check this box if this relates to campaign 24KWC or 24PBC

Campaign 

7. Other required fields when opening a 'Place an Order' case:

- **Vehicle Chassis # (your order will not be placed without this.)**
- Shipping method: Best Way Ground (BWG)
- Part Number (shown on Sheppard Classification Tool results)
- Dealer PO #
- Order Type: Emergency – EM (US) or E1 (Canada)
- No drop ship orders accepted. All parts will ship directly to the dealer location who opened the case.

8. Submit case.

Once a 'Place an Order' case has been submitted, PPD Customer Service will review the details and place the order on behalf of the dealer.

Once the order is placed, the dealer will receive an email confirmation with the order # and the parts that have been ordered. Shipping and tracking information can be found in Quicknet.

Procedure

Please follow your dealership's safety procedures and precautions to ensure the vehicle can be safely repaired and maintained.

Chassis must have completed **24PBC** inspection and have returned result of SUSPECT.

**NOTE**

Only primary (master) steering gears are affected by this recall. Secondary (slave) gears do not need to be inspected.

Follow the [attached procedures](#) for steering gear replacement. Refer to [Sheppard documentation](#) linked below for installation, bleeding, and setting

plungers.

Please do not print the procedure document. Hyperlinks in the procedures connect to online documents that MUST be followed.

Attachments

[24PBC Safety Recall Bulletin](#)

[Sheppard Steering Gear Classification Tool](#)

[Serial Number Tracking Form](#)

[15-031 Steering Gear Replacement Procedure](#)

[Disclosure Form](#)

[Sheppard Installation Instructions](#)

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: **24PBC** – Sheppard Steering Gear Incorrectly Assembled
Transport Canada Recall: **2024-036**
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 that a defect, which relates to motor vehicle safety, exists in certain Model Year 2024-2025 389/520/535/536/537/548/567/579/589 chassis built from 03/01/2023 through 01/18/2024. The steering gear may have been incorrectly assembled, which could cause the steering gear to fracture, resulting in loss of steering control and increased risk of a crash. In reported instances, the failures have occurred at low speed, high steering angle maneuvers when steering stresses are highest.

What is the problem?	<i>Certain steering gears may have been incorrectly assembled.</i>
What will your dealer do?	<i>Dealers will inspect all affected steering gears and replace suspect steering gears as parts are available.</i>
What should you do?	<i>Contact your Peterbilt dealer to schedule an appointment for inspection and/or repair.</i>

Peterbilt has initiated a recall to remedy the defect in cooperation with R.H. Sheppard. Please contact your Peterbilt dealer. To find your Peterbilt dealer, visit the Dealer Locator at www.Peterbilt.com or scan the QR code below. The steering gear on your vehicle will be inspected at no charge to you and will require approximately **1.0 hour** of labor.

- If the gear passes inspection (“Good” or “Out of Date Range”), no further action is required.
- If the gear fails inspection (“Suspect”), a replacement gear will be ordered and installed.

Steering gears for this repair may have significant lead time due to supplier capacity and supply chain issues. Coordinate with your dealer to determine expected parts arrival dates and inspection/repair scheduling.

Vehicle owners can contact Sheppard directly for more information about this recall. Call 1-877-409-9869. Representatives are available Monday – Friday 8:00 am – 5:00 pm ET.

When parts arrive at the dealer, the steering gear will be replaced at no charge to you. This repair may take up to **3.0 hours** of additional labor depending on vehicle configuration and dealer scheduling.

If you had this inspection and/or repair performed before you received 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. Please contact your Peterbilt dealer for more information.

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 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 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(s). Your VIN(s) can be found on the bottom or back of this page.

Subject: Safety Recall: **24PBC** – Sheppard Steering Gear Incorrectly Assembled
NHTSA Recall Number: **24V044**
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 that a defect, which relates to motor vehicle safety exists in certain Model Year 2024-2025 389/520/535/536/537/548/567/579/589 chassis built from 03/01/2023 through 01/18/2024. The steering gear may have been incorrectly assembled, which could cause the steering gear to fracture, resulting in loss of steering control and increased risk of a crash. In reported instances, the failures have occurred at low speed, high steering angle maneuvers when steering stresses are highest.

What is the problem?	Certain steering gears may have been incorrectly assembled.
What will your dealer do?	Dealers will inspect all affected steering gears and replace suspect steering gears as parts are available.
What should you do?	Contact your Peterbilt dealer to schedule an appointment for inspection and/or repair.

Peterbilt has initiated a recall to remedy the defect in cooperation with R.H. Sheppard. Please contact your Peterbilt dealer. To find your Peterbilt dealer, visit the Dealer Locator at www.Peterbilt.com or scan the QR code below. The steering gear on your vehicle will be inspected at no charge to you and will require approximately **1.0 hour** of labor.

- If the gear passes inspection (“Good” or “Out of Date Range”), no further action is required.
- If the gear fails inspection (“Suspect”), a replacement gear will be ordered and installed.

Steering gears for this repair may have significant lead time due to supplier capacity and supply chain issues. Coordinate with your dealer to determine expected parts arrival dates and inspection/repair scheduling.

Vehicle owners can contact Sheppard directly for more information about this recall. Call 1-877-409-9869. Representatives are available Monday – Friday 8:00 am – 5:00 pm ET.

When parts arrive at the dealer, the steering gear will be replaced at no charge to you. This repair may take up to **3.0 hours** of additional labor depending on vehicle configuration and dealer scheduling.

If you had this inspection and/or repair performed before you received 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. Please contact your Peterbilt dealer for more information.

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.

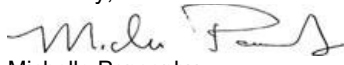
If you conclude that Peterbilt has not enabled you to remedy this defect in a reasonable time and without charge, you may submit a complaint to: Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, DC 20590, or call the toll free Vehicle Safety Hotline 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 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 Experience
Peterbilt Motors Company

Scan this QR code to open the
Peterbilt Dealer Locator.



Seleccione la fecha.

RETIRO IMPORTANTE POR SEGURIDAD

Este aviso se aplica a su(s) vehículo(s). Puede encontrar sus VIN en la parte inferior o en el reverso de esta página.

Asunto: Retiro por seguridad: 24PBC - Engranaje de dirección Sheppard ensamblado incorrectamente
Número de retiro de NHTSA: **24V044**
FECHA DE VENCIMIENTO: NINGUNA

Estimado cliente de Peterbilt:

Se le envía el presente aviso de acuerdo con la Ley Nacional de Tráfico y Seguridad de Vehículos Automotores (National Traffic and Motor Vehicle Safety Act).

Peterbilt Motors Company determinó que existe un defecto relacionado con la seguridad de los vehículos de motor en determinados chasis de los modelos 389/520/535/536/537/548/567/579/589 de los años 2024-2025 fabricados en el período que comprende desde el 01/03/2023 hasta el 18/01/2024. Es posible que el engranaje de dirección se haya ensamblado incorrectamente, lo que podría provocar que el engranaje de dirección se quiebre y se genere la pérdida de control de la dirección y un mayor riesgo de sufrir accidentes. En los casos notificados, los fallos se han producido en maniobras a baja velocidad y con ángulos de giro elevados, cuando las tensiones en la dirección son mayores.

¿Cuál es el problema?	Es posible que algunos engranajes de dirección se hayan ensamblado incorrectamente.
¿Qué hará su distribuidor?	Los concesionarios inspeccionarán todos los engranajes de dirección afectados y sustituirán los engranajes de dirección sospechosos a medida que las piezas estén disponibles.
¿Qué debe hacer?	Póngase en contacto con su concesionario de Peterbilt para concertar una cita de inspección y/o reparación.

Peterbilt comenzó una retirada para solucionar el defecto en colaboración con R.H. Sheppard. Póngase en contacto con su concesionario de Peterbilt. Para encontrar su concesionario de Peterbilt, visite el localizador de concesionarios en www.Peterbilt.com o escanee el código QR que aparece a continuación. La inspección del engranaje de dirección de su vehículo no tendrá ningún costo y requerirá aproximadamente **1 hora** de trabajo.

- Si el engranaje pasa la inspección ("Buen estado" o "Fuera del período de fechas"), no se requiere ninguna acción adicional.
- Si el engranaje no pasa la inspección ("Sospechoso"), se encargará y se instalará un engranaje de reemplazo.

Para realizar esta reparación, los engranajes de dirección pueden tener un tiempo de espera significativo debido a la capacidad del proveedor y a los problemas en la cadena de suministro. Coordine con su concesionario para determinar las fechas previstas de llegada de las piezas y la programación de la inspección/reparación.

Los propietarios de los vehículos se pueden comunicar directamente con Sheppard para obtener más información sobre este retiro. Llame al 1-877-409-9869. Los representantes están disponibles de lunes a viernes, de 8:00 a. m. a 5:00 p. m. ET.

Cuando las piezas lleguen al concesionario, se sustituirá el mecanismo de dirección sin costo alguno para usted. Esta reparación puede requerir hasta **3 horas** de mano de obra adicional en función de la configuración del vehículo y de los horarios del concesionario.

Si realizó esta inspección o reparación antes de recibir esta carta, puede ser elegible para recibir un reembolso por el costo de haber solicitado una solución previa a la notificación del problema asociado con este retiro. Póngase en contacto con su concesionario de Peterbilt para obtener más información.

Si desea obtener más información sobre este retiro o tiene dificultades para programar la reparación, comuníquese con el Departamento de Experiencia del Cliente de Peterbilt al PB.Tech.Pubs.Dept@paccar.com.

Si determina que Peterbilt no le permitió solucionar este defecto en un tiempo razonable y sin costo, puede presentar una queja a: Administrador, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, DC 20590. O bien, puede llamar a la línea directa de Vehicle Safety Hotline al 1-888-327-4236 (TTY: 1-800-424-9153), o visitar <http://www.safercar.gov>.

Las regulaciones federales requieren que cualquier arrendador de vehículos que reciba esta notificación de retiro debe enviar una copia de esta notificación al arrendatario dentro de los diez días de recibirla.

Si ya no es propietario de este vehículo, le agradeceríamos que nos informara quién es el nuevo propietario. Envíe todos los cambios de propiedad y dirección que conozca a PBDiv.Warranty.Docs@paccar.com.

Lamentamos cualquier inconveniente que este procedimiento preventivo pueda causarle y le agradecemos su participación para ayudar a que Peterbilt ofrezca los más altos niveles de satisfacción del cliente y experiencia en el servicio. Valoramos su negocio y apreciamos su continua lealtad a Peterbilt y a su red de concesionarios. La calidad líder en la industria, el rendimiento y la confiabilidad son características de los productos de Peterbilt y le agradecemos por elegir a Peterbilt como su camión de preferencia.

Muy atentamente,



Michelle Ponsonby
Directora de Experiencia del Cliente
Peterbilt Motors Company

Scan this QR code to open the
Peterbilt Dealer Locator.



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 : 24PBC – Boîtier de direction Sheppard incorrectement assemblé
Rappel de Transport Canada : 2024-036
DATE D'EXPIRATION : AUCUNE

Cher client Peterbilt,

Le présent avis vous est envoyé conformément à la *Loi sur la sécurité automobile*. La présente a pour but de vous informer que votre véhicule peut contenir une défectuosité qui pourrait porter atteinte à la sécurité humaine.

Peterbilt Motors Company a constaté qu'une défectuosité reliée à la sécurité des véhicules automobiles est présente dans certains châssis de modèles 389/520/535/536/537/548/567/579/589 des années 2024-2025, fabriqués entre le 01/03/2023 et le 18/01/2024. Il est possible que le boîtier de direction ait été incorrectement assemblé, ce qui pourrait occasionner une fracture du boîtier de direction, résultant en une perte de contrôle de direction et une augmentation du risque d'accident. Dans les cas répertoriés, les défectuosités se sont produites à basse vitesse, lors de manœuvres d'angle de braquage élevé alors que les contraintes de braquage sont les plus élevées.

Quel est le problème ?	<i>Il est possible que certains boîtiers de direction aient été incorrectement assemblés.</i>
Que fera votre concessionnaire ?	<i>Les concessionnaires inspecteront tous les boîtiers de direction concernés et remplaceront ceux qui sont suspects, lorsque les pièces seront disponibles.</i>
Que devriez-vous faire ?	<i>Communiquer avec votre concessionnaire Peterbilt afin de prendre rendez-vous pour l'inspection et/ou la réparation.</i>

Peterbilt a mis en place un rappel afin de remédier à la défectuosité en collaboration avec R.H. Sheppard. Veuillez communiquer avec votre concessionnaire Peterbilt. Pour trouver votre concessionnaire Peterbilt, consultez Dealer Locator sur www.Peterbilt.com ou balayez le code à barres ci-bas. Le boîtier de direction de votre véhicule sera inspecté, sans frais et nécessitera environ **1.0 heure** de main-d'œuvre.

- Si l'engrenage réussit l'inspection ("bon" ou "gamme hors date"), aucune autre action n'es requise.
- Si l'engrenage échoue à l'inspection ("Suspect"), un engrenage de remplacement sera commandé et installé.

Il est possible que les boîtiers de direction nécessaires à cette réparation aient un délai d'approvisionnement significatif par suite de la capacité du fournisseur et des problèmes de chaîne d'approvisionnement. Communiquez avec votre concessionnaire afin de déterminer la date d'arrivée prévue des pièces ainsi que l'horaire d'inspection/réparation.

Les propriétaires de véhicules peuvent communiquer directement avec Sheppard pour davantage d'information concernant ce rappel. Appelez au 1-877-409-9869. Des représentants sont disponibles du lundi au vendredi, de 8 :00 à 17 :00 ET.

Lorsque les pièces arriveront chez le concessionnaire, le boîtier de direction sera remplacé sans frais. Cette réparation peut nécessiter jusqu'à **3.0 heures** de main-d'œuvre additionnelle selon la configuration du véhicule et la disponibilité du concessionnaire.

Si vous avez déjà fait effectuer cette inspection et/ou 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. Veuillez communiquer avec votre concessionnaire Peterbilt pour davantage d'information.

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 tout information relative au nouveau propriétaire et son adresse à PBDiv.Warranty.Docs@paccar.com.

Nous nous excusons pour tout inconvéient 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

Scan this QR code to open the
Peterbilt Dealer Locator.

