

24PBK - PACCAR 20k Steer Axle Steer Arm and Tie Rod Arm Bolt Torque

Number

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24PBK / NHTSA Recall Number: 24V908 / Transport Canada Recall Number: 2024-732

Description

PACCAR 20k Steer Axle Steer Arm and Tie Rod Arm Bolt Torque

Date

12/12/2024

What's New

Interim Safety Recall

Specific 2024 Peterbilt model 367, 389, 548, and 2024-2025 Peterbilt 520 and 567 chassis equipped with a PACCAR 20k Steer Axle have been identified as having steer arm and/or tie rod arm fasteners that may be improperly torqued and can be at risk of failing. If both fasteners in either steering arm or tie rod arm fail, there may be a loss of steering control, which could increase the risk of a crash.

At this time, parts are not available to complete the necessary repairs. This bulletin will be updated when parts become available.

Safety Recall start date: 12/12/2024

Introduction

Specific 2024 Peterbilt model 367, 389, 548, and 2024-2025 Peterbilt 520 and 567 chassis equipped with a PACCAR 20k Steer Axle have been identified as having steer arm and/or tie rod arm fasteners that may be improperly torqued and can be at risk of failing. If both fasteners in either steering arm or tie rod arm fail, there may be a loss of steering control, which could increase the risk of a crash.

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Safety Recall start date: 12/12/2024

Situation

36 (33 U.S. and 3 Canada) Model Year 2024 Peterbilt 367, 389, 548, and 2024-2025 Peterbilt 520 and 567 chassis built from 01/27/2023 to 2/5/2024 and equipped with a PACCAR 20k Steer Axle.

Resolution

Interim Safety Recall

At this time, parts are not available to complete the necessary repairs. This bulletin will be updated when parts become available.

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

At this time, parts are not available to complete the necessary repairs. This bulletin will be updated when parts become available.

Parts

At this time, parts are not available to complete the necessary repairs. This bulletin will be updated when parts become available.

Links

[24PBK - Chassis List](#)

[24PBK - INTERIM US Customer Letter](#)

[24PBK - INTERIM Canadian Customer Letter \(English\)](#)

[24PBK - INTERIM Canadian French Customer Letter](#)

Sélectionner la date

IMPORTANT RAPPEL DE SÉCURITÉ Notification provisoire

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

Objet : Rappel de sécurité : 24PBK – Couple du boulon du bras de direction de l'essieu directeur 20K et du bras de biellette de direction de PACCAR
Rappel de Transport Canada : 2024-732
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 reliée à la sécurité des véhicules automobiles est présente dans certains châssis Peterbilt 367, 389, 548 2024 et Peterbilt 520 et 567 2024-2025 fabriqués entre le 27/01/2023 et le 05/02/2024 et équipés d'un essieu directeur 20K de PACCAR. Les fixations de bras de direction et/ou de bras de biellette de direction dont le couple peut être inapproprié et peuvent présenter un risque de défaillance. Si les deux fixations, soit du bras de direction ou du support de biellette de direction, échouent il pourrait y avoir une perte de contrôle de la direction, ce qui pourrait augmenter le risque d'accident.

Quel est le problème ?	Les châssis concernés sont équipés de fixations d'essieu directeur avant, de bras de direction et/ou de bras de biellette de direction dont le couple pourrait être inapproprié et représenter un risque d'accident.
Ce que fera votre concessionnaire ?	Présentement, les pièces permettant de remédier à ce problème ne sont pas disponibles.
Que devez-vous faire ?	Aucune action n'est requise de votre part présentement.

Peterbilt Motors Company a mis en place ce rappel afin de remédier au problème, sans frais. **Présentement, les pièces permettant de corriger cette condition ne sont pas disponibles.** Cependant, Peterbilt se doit d'aviser ses clients de l'existence de la défectuosité identifiée reliée à la sécurité. **Vous serez avisé par la poste lorsque les pièces seront disponibles.**

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 inconfort 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 Ponsonby
Directrice de l'expérience client
Peterbilt Motors Company

Scan this QR code to open the
Peterbilt Dealer Locator.





A PACCAR COMPANY

Select the date.

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: 24PBK PACCAR 20k Steer Axle Steer Arm and Tie Rod Arm Bolt Torque
Transport Canada Recall: 2024-732
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 2024 Peterbilt 367, 389, 548, and 2024-2025 Peterbilt 520 and 567 chassis manufactured from 01/27/2023 through 02/05/2024 and equipped with a PACCAR 20k Steer Axle. The steering arm and/or tie rod arm fasteners may be improperly torqued and can be at risk of failing. If both fasteners in either the steering arm or tie rod bracket fail, there may be a loss of steering control, which could increase the risk of a crash.

What is the problem?	Affected chassis have front steer axle, steer arm and/or tie rod arm fasteners that may be improperly torqued and can be at risk of failing.
What will your dealer do?	At this time parts are not available to correct the issue.
What should you do?	There is no action required on your part at this time.

Peterbilt has initiated this recall to remedy the issue at 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 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



A PACCAR COMPANY

Select the date.

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Subject: Safety Recall: 24PBK PACCAR 20k Steer Axle Steer Arm and Tie Rod Arm Bolt Torque
NHTSA: 24V908
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 2024 Peterbilt 367, 389, 548, and 2024-2025 Peterbilt 520 and 567 chassis manufactured from 01/27/2023 through 02/05/2024 and equipped with a PACCAR 20k Steer Axle. The steering arm and/or tie rod arm fasteners may be improperly torqued and can be at risk of failing. If both fasteners in either the steering arm or tie rod bracket fail, there may be a loss of steering control, which could increase the risk of a crash.

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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.

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