



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE.
Washington, DC 20590

JUL 31 2009

CERTIFIED MAIL
RETURN RECEIPT REQUESTED

Mike Walton
Counsel
PACCAR, Inc
777 106th Northeast
Bellevue, WA 98009

NVS-210njs
EA09-008

Dear Mr. Walton:

As you are aware the Office of Defects Investigation (ODI) of the National Highway Traffic Safety Administration (NHTSA) upgraded Preliminary Evaluation PE09-002 to an Engineering Analysis (EA09-008) in order to further investigate allegations of Horton Fan Hub failures in certain PACCAR vehicles.

Information provided during Preliminary Evaluation (PE09-002) indicated that mounting bolt breakage is not a significant contributing factor to current failures. Therefore, ODI will concentrate on hub failures. ODI notes that Horton has made several product changes and that many of these changes were apparently the result of high warranty claims on model year vehicles prior to 2007. In order to gain a full understanding of the initiation and performance impact of the various hub modifications, ODI has decided to expand the scope of its investigation to include the earlier vehicles.

Unless otherwise stated in the text, the following definitions apply to these information requests:

- **Subject vehicles:** All MY 2003-2010 Peterbilt and Kenworth class 7 and 8 vehicles manufactured for sale or lease in the United States and equipped with a Horton fan hub assembly.
- **Subject component:** All Horton fan hubs installed in the subject vehicles.
- **PACCAR:** PACCAR Inc., all of its past and present officers and employees, whether assigned to its principal offices or any of its field or other locations, including all of its divisions, subsidiaries (whether or not incorporated) and affiliated enterprises and all of their headquarters, regional, zone and other offices and their employees, and all agents, contractors, consultants, attorneys and law firms and other persons engaged directly or



indirectly (e.g., employee of a consultant) by or under the control of PACCAR (including all business units and persons previously referred to), who are or, in or after January 1, 2000, were involved in any way with any of the following related to the alleged defect in the subject vehicles:

- a. Design, engineering, analysis, modification or production (e.g. quality control);
 - b. Testing, assessment or evaluation;
 - c. Consideration, or recognition of potential or actual defects, reporting, record-keeping and information management, (e.g., complaints, field reports, warranty information, part sales), analysis, claims, or lawsuits; or
 - d. Communication to, from or intended for zone representatives, fleets, dealers, or other field locations, including but not limited to people who have the capacity to obtain information from dealers.
- **Alleged defect:** Any failure, malfunction or otherwise unsatisfactory performance of the subject component.
 - **Document:** "Document(s)" is used in the broadest sense of the word and shall mean all original written, printed, typed, recorded, or graphic matter whatsoever, however produced or reproduced, of every kind, nature, and description, and all non-identical copies of both sides thereof, including, but not limited to, papers, letters, memoranda, correspondence, communications, electronic mail (e-mail) messages (existing in hard copy and/or in electronic storage), faxes, mailgrams, telegrams, cables, telex messages, notes, annotations, working papers, drafts, minutes, records, audio and video recordings, data, databases, other information bases, summaries, charts, tables, graphics, other visual displays, photographs, statements, interviews, opinions, reports, newspaper articles, studies, analyses, evaluations, interpretations, contracts, agreements, jottings, agendas, bulletins, notices, announcements, instructions, blueprints, drawings, as-builts, changes, manuals, publications, work schedules, journals, statistical data, desk, portable and computer calendars, appointment books, diaries, travel reports, lists, tabulations, computer printouts, data processing program libraries, data processing inputs and outputs, microfilms, microfiches, statements for services, resolutions, financial statements, governmental records, business records, personnel records, work orders, pleadings, discovery in any form, affidavits, motions, responses to discovery, all transcripts, administrative filings and all mechanical, magnetic, photographic and electronic records or recordings of any kind, including any storage media associated with computers, including, but not limited to, information on hard drives, floppy disks, backup tapes, and zip drives, electronic communications, including but not limited to, the Internet and shall include any drafts or revisions pertaining to any of the foregoing, all other things similar to any of the foregoing, however denominated by PACCAR, any other data compilations from which information can be obtained, translated if necessary, into a usable form and any other documents. For purposes of this request, any document which contains any note, comment, addition, deletion, insertion, annotation, or otherwise comprises a non-identical copy of another document shall be treated as a separate document subject to production. In all cases where original and any non-identical copies are not available, "document(s)" also means any identical copies of the original and all non-identical copies thereof. Any document, record,

graph, chart, film or photograph originally produced in color must be provided in color. Furnish all documents whether verified by PACCAR or not. If a document is not in the English language, provide both the original document and an English translation of the document.

- **Other Terms:** To the extent that they are used in these information requests, the terms "claim," "consumer complaint," "dealer field report," "field report," "fire," "fleet," "good will," "make," "model," "model year," "notice," "property damage," "property damage claim," "rollover," "type," "warranty," "warranty adjustment," and "warranty claim," whether used in singular or in plural form, have the same meaning as found in 49 CFR 579.4.

In order for my staff to evaluate the alleged defect, certain information is required. Pursuant to 49 U.S.C. § 30166, please provide numbered responses to the following information requests. Insofar as PACCAR has previously provided a document to ODI, PACCAR may produce it again or identify the document, the document submission to ODI in which it was included and the precise location in that submission where the document is located. When documents are produced, the documents shall be produced in an identified, organized manner that corresponds with the organization of this information request letter (including all individual requests and subparts). When submitting information electronically, please organize in folders corresponding to each question and include the question number in the folder name. When documents are produced and the documents would not, standing alone, be self-explanatory, the production of documents shall be supplemented and accompanied by explanation. Please repeat the applicable request verbatim above each response. After PACCAR's response to each request, identify the source of the information and indicate the last date the information was gathered. In the event that PACCAR has already provided the requested information during the PE phase, PACCAR may submit the requested information again or provide a summary indicating the appropriate files and where they can be found.

1. State, by make, model and model year, the number of subject vehicles PACCAR has manufactured for sale or lease in the United States. Separately, for each vehicle manufactured to date by PACCAR, state the following:
 - a. Vehicle identification number (VIN);
 - b. Make;
 - c. Model;
 - d. Model Year;
 - e. Date of manufacture;
 - f. Date warranty coverage commenced;
 - g. Fan Hub make, model and part number;
 - h. Engine cooling package configuration;
 - i. Engine make, model and rating (horsepower/torque); and
 - j. Vehicle's intended use (Over The Road ("OTR"), local, construction, etc.)

Provide the table in Microsoft Access 2000, or a compatible format, entitled "PRODUCTION DATA." See Enclosure 1, Data Collection Disc, for a pre-formatted table that provides further details regarding this submission.

2. State the number of each of the following, received by PACCAR, or of which PACCAR is otherwise aware, which relate to, or may relate to, the alleged defect in the subject vehicles:
 - a. Consumer complaints, including those from fleet operators;
 - b. Field reports, including dealer field reports;
 - c. Reports involving a crash, injury, or fatality, based on claims against the manufacturer involving a death or injury, notices received by the manufacturer alleging or proving that a death or injury was caused by the alleged defect in a subject vehicle, resulting in property damage claims, consumer complaints, or field reports;
 - d. Property damage claims;
 - e. Third-party arbitration proceedings where PACCAR is or was a party to the arbitration; and
 - f. Lawsuits, both pending and closed, in which PACCAR is or was a defendant or codefendant.

For subparts "a" through "f," state the total number of each item (e.g., consumer complaints, field reports, etc.) separately. Multiple incidents involving the same vehicle are to be counted separately. Multiple reports of the same incident are also to be counted separately (i.e., a consumer complaint and a field report involving the same incident in which a crash occurred are to be counted as a crash report, a field report and a consumer complaint).

In addition, for items "c" through "f," provide a summary description of the alleged problem including causal and contributing factors, PACCAR's assessment of the problem and a summary of the significant underlying facts and evidence. For items "e" and "f," identify the parties to the action, as well as the caption, court, docket number and date on which the complaint or other document initiating the action was filed.

3. Separately, for each item (complaint, report, claim, notice or matter) within the scope of your response to Request No. 2, state the following information:
 - a. PACCAR's file number or other identifier used;
 - b. The category of the item, as identified in Request No. 2 (i.e., consumer complaint, field report, etc.);
 - c. Vehicle owner or fleet name (and fleet contact person), address, and telephone number;
 - d. Vehicle's VIN;
 - e. Vehicle's make, model and model year;
 - f. Fan hub's model and part number;
 - g. Engine make, model and rating (horsepower/torque);
 - h. Vehicle's mileage at time of incident;
 - i. Date of manufacture;
 - j. Date warranty coverage commenced;
 - k. Incident date;
 - l. Report or claim date;
 - m. Did fan or fan hub separated from the engine;
 - n. Whether the vehicle was towed or not;
 - o. Whether a crash is alleged;
 - p. Whether property damage is alleged;

- q. Number of alleged injuries, if any; and
- r. Number of alleged fatalities, if any.

Provide this information in Microsoft Access 2000, or a compatible format, entitled "REQUEST NUMBER TWO DATA." See Enclosure 1, Data Collection Disc, for a pre-formatted table that provides further details regarding this submission.

4. Produce copies of all documents related to each item within the scope of Request No. 2. Organize the documents separately by category (i.e., consumer complaints, field reports, etc.) and describe the method PACCAR used for organizing the documents.
5. State, by make, model and model year, a total count for all of the following categories of claims, collectively, that have been paid by PACCAR to date that relate to, or may relate to, the alleged defect in the subject vehicles: warranty claims; extended warranty claims; claims for good will services that were provided; field, zone or similar adjustments and reimbursements; and warranty claims or repairs made in accordance with a procedure specified in a technical service bulletin or customer satisfaction campaign.

Separately, for each such claim, state the following information:

- a. PACCAR's claim number;
- b. Vehicle owner or fleet name (and fleet contact person) and telephone number;
- c. VIN;
- d. Vehicle's make, model and model year;
- e. Fan hub's make, model and part number;
- f. Engine make, model and rating (horsepower/torque);
- g. Vehicle build date;
- h. Warranty start date;
- i. Repair date;
- j. Vehicle mileage at time of repair;
- k. Whether the vehicle was towed or not;
- l. Whether the fan or fan hub separated from the engine;
- m. Repairing dealer's or facility's name, telephone number, city and state or ZIP code;
- n. Labor operation number;
- o. Problem code;
- p. Replacement part number(s) and description(s);
- q. Concern stated by customer; and
- r. Comment, if any, by dealer/technician relating to claim and/or repair.

Provide this information in Microsoft Access 2000, or a compatible format, entitled "WARRANTY DATA." See Enclosure 1, Data Collection Disc, for a pre-formatted table that provides further details regarding this submission.

6. Provide a list of all non Horton Fan hub options offered for vehicle production and installed by PACCAR on the subject vehicles.

7. State, by make, model and model year, a total count for all of the following categories of claims, collectively, that have been paid by PACCAR to date that relate to, or may relate to, failures, malfunctions or unsatisfactory performance of fan hubs identified in question 6 above in PACCAR vehicles: warranty claims; extended warranty claims; claims for good will services that were provided; field, zone, or similar adjustments and reimbursements; and warranty claims or repairs made in accordance with a procedure specified in a technical service bulletin or customer satisfaction campaign.

Separately, for each such claim, state the following information:

- a. PACCAR's claim number;
- b. Vehicle owner or fleet name (and fleet contact person) and telephone number;
- c. VIN;
- d. Vehicle's make, model and model year;
- e. Fan hub's make, model and part number;
- f. Engine make, model and rating (horsepower/torque);
- g. Vehicle build date;
- h. Warranty start date;
- i. Repair date;
- j. Vehicle mileage at time of repair;
- k. Whether the vehicle was towed or not;
- l. Any information on whether the fan or fan hub separated from the engine;
- m. Repairing dealer or facility's name, telephone number, city and state or ZIP code;
- n. Labor operation number;
- o. Problem code;
- p. Replacement part number(s) and description(s);
- q. Concern stated by customer; and
- r. Comments, if any, by dealer/technician relating to claim and/or repair.

Provide this information in Microsoft Access 2000, or a compatible format, entitled "NON HORTON WARRANTY DATA." See Enclosure 1, Data Collection Disc, for a pre-formatted table that provides further details regarding this submission.

8. Describe in detail the search criteria used by PACCAR to identify the claims identified in response to Request No. 5 and 7, including the labor operations, problem codes, part numbers and any other pertinent parameters used. Provide a list of all labor operations, labor operation descriptions, problem codes, and problem code descriptions applicable to the alleged defect in the subject vehicles. State, by make, model and model year, the terms of the new vehicle warranty coverage offered by PACCAR on the subject vehicles (i.e., the number of months and mileage for which coverage is provided and the vehicle systems that are covered). Describe any extended warranty coverage option(s) that PACCAR offered for the subject vehicles and state by option, make, model and model year, the number of vehicles that are covered under each such extended warranty. Additionally, provide documentation of any component warranty provided by Horton.
9. Produce copies of all service, warranty and other documents that relate to, or may relate to, the alleged defect in the subject vehicles that PACCAR has issued to any dealers, regional

or zone offices, field offices, fleet purchasers or other similar entities. This includes, but is not limited to, bulletins, advisories, informational documents, training documents, or other documents or communications, with the exception of standard shop manuals. Also include the latest draft copy of any communication that PACCAR is planning to issue within the next 120 days.

10. Describe all assessments, analyses, tests, test results, studies, surveys, simulations, investigations, inquiries and/or evaluations (collectively, "actions") that relate to, or may relate to, the alleged defect in the subject vehicles that have been conducted, are being conducted, are planned or are being planned by, or for, PACCAR. For each such action, provide the following information:

- a. Action title or identifier;
- b. The actual or planned start date;
- c. The actual or expected end date;
- d. Brief summary of the subject and objective of the action;
- e. Engineering group(s)/supplier(s) responsible for designing the action;
- f. Engineering group(s)/supplier(s) responsible for conducting the action; and
- g. A brief summary of the findings and/or conclusions resulting from the action.

For each action identified, provide copies of all documents related to the action, regardless of whether the documents are in interim, draft, or final form. Organize the documents chronologically by action.

11. Provide a list of all engine cooling packages offered by PACCAR for the subject vehicles. For each package include:

- a. Package identifier (ordering code or similar);
- b. Component list (include part numbers and descriptions of each);
- c. Vehicle make and model application;
- d. System operating design parameters (speed, duration, etc.); and
- e. Intended application (OTR, Heavy haul, Local, etc.)

12. Describe all modifications or changes made by, or on behalf of, PACCAR in the design, material composition, manufacture, quality control, supply or installation of the subject component, from the start of the subject vehicle's production through the current date, which relate to, or may relate to, the alleged defect in the subject vehicles. For each such modification or change, provide the following information:

- a. The date or approximate date on which the modification or change was incorporated into vehicle production;
- b. A detailed description of the modification or change;
- c. The reason(s) for the modification or change;
- d. The part number(s) (service and engineering) of the original component;
- e. The part number(s) (service and engineering) of the modified component;
- f. Whether the original unmodified component was withdrawn from production and/or sale, and if so, when;
- g. When the modified component was made available as a service component; and

- h. Whether the modified component can be interchanged with earlier production components.

Also, provide the above information for any modification or change that PACCAR is aware of which may be incorporated into vehicle production within the next 120 days.

13. What is the intended design life of a fan hub? If it differs based on the application, provide answers relative for each application.
14. What are the expected warning signs and indicators that a fan hub needs to be replaced? For each such indication, what is the recommended allowable safe duration between initiation and repair?
15. Provide a copy of any maintenance requirement(s) published by PACCAR concerning the hub in the subject vehicles.
16. Provide ODI with the following components for a subject vehicle:
 - a. new Horton fan hub, and
 - b. used Horton fan hub (presumably a warranty replacement) that is unfit for continued service but not completely failed.
17. State the number of each of the following that PACCAR has sold that may be used in the subject vehicles by component name, part number (both service and engineering/production), make, model and model year of the vehicle in which it is used and month/year of sale:
 - a. Subject component; and
 - b. Any kits that have been released, or developed, for use in service repairs to the subject component.

For each component part number, provide the supplier's name, address and appropriate point of contact (name, title and telephone number). Also identify by make, model and model year, any other vehicles of which PACCAR is aware that contain the identical component, whether installed in production or in service, and state the applicable dates of production or service usage.

18. Furnish PACCAR's assessment of the alleged defect in the subject vehicle, including:
 - a. The causal or contributory factor(s);
 - b. The failure mechanism(s);
 - c. The failure mode(s);
 - d. The risk to motor vehicle safety that it poses;
 - e. What warnings, if any, the operator and the other persons both inside and outside the vehicle would have that the alleged defect was occurring or subject component was malfunctioning; and
 - f. The reports included with this inquiry.

This letter is being sent to PACCAR pursuant to 49 U.S.C. § 30166, which authorizes NHTSA to conduct any investigation that may be necessary to enforce Chapter 301 of Title 49 and to request reports and the production of things. This request constitutes a new request for information. Failure to respond promptly, fully, and accurately to this Information Request could subject PACCAR to civil penalties of \$6,000 per day (up to a maximum of \$16,375,000) pursuant to 49 U.S.C. § 30165 and 49 CFR § 578.6(a)(3), or lead to an action for enforcement of this Information Request. Other remedies and sanctions are available as well.

If PACCAR cannot respond to any specific request or subpart(s) thereof, please state the reason why it is unable to do so. If on the basis of attorney client, attorney work product, or other privilege, PACCAR does not submit one or more requested documents or items of information in response to this information request, PACCAR must provide a privilege log identifying each document or item withheld, and stating the date, subject or title, the name and position of the person(s) from, and the person(s) to whom it was sent, and the name and position of any other recipient (to include all carbon copies or blind carbon copies), the nature of that information or material, and the basis for the claim of privilege and why that privilege applies.

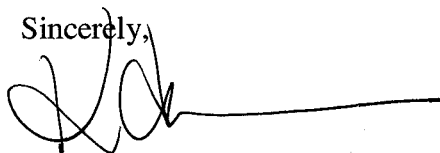
PACCAR's response to this letter, in duplicate, together with a copy of any confidentiality request, must be submitted to this office by September 25, 2009. **All business confidential information must be submitted directly to the Office of Chief Counsel as described in the following paragraph and should not be sent to this office.** In addition, do not submit any business confidential information in the body of the letter submitted to this office. Please refer to EA09-008 in PACCAR's response to this letter and in any confidentiality request submitted to the Office of Chief Counsel. If PACCAR finds that it is unable to provide all of the information requested within the time allotted, PACCAR must request an extension from Richard Boyd at (202) 366-4933 no later than five business days before the response due date. If PACCAR is unable to provide all of the information requested by the original deadline, it must submit a partial response by the original deadline with whatever information PACCAR then has available, even if an extension has been granted.

If PACCAR claims that any of the information or documents provided in response to this information request constitute confidential commercial material within the meaning of 5 U.S.C. § 552(b)(4), or are protected from disclosure pursuant to 18 U.S.C. § 1905, PACCAR must submit supporting information together with the materials that are the subject of the confidentiality request, in accordance with 49 CFR Part 512, as amended, to the Office of Chief Counsel (NCC-111), National Highway Traffic Safety Administration, Room W41-227, 1200 New Jersey Avenue, S.E., Washington, D.C. 20590. PACCAR is required to **submit two copies of the documents containing allegedly confidential information (except only one copy of blueprints) and one copy of the documents from which information claimed to be confidential has been deleted.** Failure to adhere to the requirements of 49 CFR Part 512 will result in a denial of your request for confidential treatment.

Please send email notification to Nate Seymour (nate.seymour@dot.gov) and to ODI_IRresponse@dot.gov when PACCAR sends its response to this office and indicate whether there is confidential information as part of PACCAR response.

If you have any technical questions concerning this matter, please call Nate Seymour of my staff, at (202) 366-2069.

Sincerely,

A handwritten signature in black ink, appearing to be 'K. DeMeter', followed by a long horizontal line extending to the right.

Kathleen C. DeMeter, Director
Office of Defects Investigation
Enforcement

Enclosure 1, one CD ROM titled PE09-002 containing three files: Access Data Collection, TSBs, Field Reports, and Recalls