

Redacted

Case Dealer Code: H830**Contact Information**

Contact:
Phone: (804) 231-9800 x
Fax: (804) 232-7631 x
Company: PETERBILT OF RICHMOND, INC.
Title:
Department:
Email:
Address:
2800A DEEP WATER TERMINAL ROAD
RICHMOND, VA, United States 23234-

Feedback Case Information

ID: 1759111
Description:
Assigned To: Michael Lantz
Type: Product Feedback
Priority: 1 - High

Details

Chassis #: 638037
Breakdown #: 1-230857598
Consumer Name:
Consumer Phone #:
Truck Model: 379
Truck Model Year: 2007
Build Date: 06/29/2006
Odometer: 188520
Odometer Units: Miles

Resolution Codes

ATA 1: COOLING SYSTEM-42
ATA 2: FAN-3
ATA 3: CLUTCH ASSEMBLY-13

Customer Information

ID: 1255
Customer: PETERBILT OF RICHMOND, INC.

Notes

**** Entered By: MichaelL @ 01/28/2008 02:17 PM ****

Customer is calling in because his radiator went through the fan. He was told by the dealership this is an ongoing problem and the dealers are aware of it but there is nothing they can do for the customer. Customer wants to see if Peterbilt can do anything for him about this.

Action Required: Please contact customer.

Case Dealer Code: P143

Contact Information

Contact:
Phone: (865) 546-9553 x
Fax: (865) 524-8982 x
Company: PETERBILT OF KNOXVILLE, INC.
Title:
Department:
Email:
Address:
5218 RUTLEDGE PIKE
KNOXVILLE, TN, United States 37924-

Feedback Case Information

ID: 1772966
Description: - Product Feedback
Assigned To: Michael Lantz
Type: Product Feedback
Priority: 1 - High

Details

Chassis #: 635885
Breakdown #:
Consumer Name: Redacted
Consumer Phone #:
Truck Model: 379
Truck Model Year: 2006
Build Date: 06/26/2006
Odometer: 150000
Odometer Units: Miles

Resolution Codes

ATA 1: COOLING SYSTEM-42
ATA 2: FAN-3
ATA 3: CLUTCH ASSEMBLY-13

Customer Information

ID: 1618
Customer: PETERBILT OF KNOXVILLE, INC.

Notes

**** Entered By: MichaelL @ 02/19/2008 10:28 PM ****

Last Friday customers fan hub came off, went through the radiator. David got the truck in to Peterbilt Knoxville, TN and has been advised Horton is refusing warranty on this. He would like to discuss this with the Peterbilt DSM.

Action Required: Please contact customer to discuss.

Case Dealer Code: H515

Contact Information

Contact:
Phone: (724) 586-7744 x
Fax: (724) 586-6337 x
Company: HUNTER PETERBILT
Title:
Department:
Email:
Address:
519 PITTSBURGH ROAD
BUTLER, PA, United States 16001-

Feedback Case Information

ID: 1809618
Description: - Product Feedback
Assigned To: Michael Lantz
Type: Product Feedback
Priority: 1 - High

Details

Chassis #: 684565
Breakdown #:
Consumer Name:
Consumer Phone #: Redacted
Truck Model: 379
Truck Model Year: 2007
Build Date: 07/13/2006
Odometer: 96000
Odometer Units: Miles

Resolution Codes

ATA 1: COOLING SYSTEM-42
ATA 2: FAN-3
ATA 3: CLUTCH ASSEMBLY-13

Customer Information

ID: 1240
Customer: HUNTER PETERBILT

Notes

**** Entered By: MichaelL @ 04/17/2008 02:25 PM ****

Customer states he has spoken to George Cook about his fan hub coming apart and going through his radiator. Customer is not happy with what George and Peterbilt are offering and feels the entire bill should be picked up by Peterbilt. Customer states he would like to speak to someone higher than George about these issues.

Action Required: Please contact customer.

Redacted

From: CHRIS.CULBERSON@paccar.com
To:
CC:
Subject: NSR #21-2025 S042 RUSH PB TK CTR/TX D-748069
Date: Thursday, August 09, 2007 11:59:51 PM
Attachments:

FDXXB004-01 NATIONAL SERVICE CONTACT RECORD PAGE: 1
DIVISION: PETERBILT NEW CONTACT RECORD DATE: 070809
TIME: 21:58:59

CONTACT RECORD NUMBER: 21-2025

DLR CODE/NAME: S042 RUSH PB TK CTR/TX PLT-CHASSIS: D-748069

CONTACT DATE: 08/08/07 NO. OF TRUCKS: 001

TRANSMIT DATE: 08/09/07 TRUCK MODEL: 389

CONTACT TYPE: T MILEAGE: 38000

POLICY: N TRK APPL: G

REPORTED BY: FRANK BUILD DATE: 02/27/07

TAKEN BY: CHRIS CULBERSON DELIVERY DATE: 04/27/07

CUST. TELE. NO: TOSS CODE:

CUSTOMER NAME:

ATA CODE	ATA DESCRIPTION	DISTRIBUTION
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042-003	FAN/BELT/HUB	01-ENGINEERING
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000-000	BLANK	
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2008 389 W/ CAT C15 ENGINE. DEALER STATES THAT HORTON FAN
CLUTCH

PULLEY CAME OFF BRACKET AND DAMAGED RADIATOR CORE AND
BROKE FAN.

Redacted

From: GARY.LAGACY@paccar.com
To:
CC:
Subject: NSR #34-1054 P610 PETERBILT NW OHIO N-671218
Date: Wednesday, February 20, 2008 12:04:13 AM
Attachments:

FDXXB004-01 NATIONAL SERVICE CONTACT RECORD PAGE: 1
DIVISION: PETERBILT NEW CONTACT RECORD DATE: 080219
TIME: 22:02:56

CONTACT RECORD NUMBER: 34-1054
DLR CODE/NAME: P610 PETERBILT NW OHIO PLT-CHASSIS: N-671218
CONTACT DATE: 02/19/08 NO. OF TRUCKS: 001
TRANSMIT DATE: 02/19/08 TRUCK MODEL: 379
CONTACT TYPE: T MILEAGE: 218000
POLICY: N TRK APPL: X
REPORTED BY: MIKE KELLY BUILD DATE: 02/27/06
TAKEN BY: GARY LAGACY DELIVERY DATE: 03/10/06
CUST. TELE. NO: TOSS CODE:

CUSTOMER NAME.

ATA CODE	ATA DESCRIPTION	DISTRIBUTION
042-003	FAN/BELT/HUB	01-ENGINEERING
000-000	BLANK	05-VENDOR

THIS UNIT HAD A HORTON FAN HUB FAILURE ON 02-16-08 IN WHICH FAN
BLADE

ASSEMBLY WENT THRU THE RADIATOR CORE. THE FAN HUB WAS
REBUILT 1-03-07

WITH A NEW SUPER KIT AT PETERBILT OF JOPLIN MO.

From: GARY.LAGACY@paccar.com
To:
CC:
Subject: NSR #34-1055 S271 PB OF DES MOINES D-686581
Date: Wednesday, February 20, 2008 12:04:14 AM
Attachments:

FDXXB004-01 NATIONAL SERVICE CONTACT RECORD PAGE: 1
DIVISION: PETERBILT NEW CONTACT RECORD DATE: 080219
TIME: 22:02:56

CONTACT RECORD NUMBER: 34-1055
DLR CODE/NAME: S271 PB OF DES MOINES PLT-CHASSIS: D-686581
CONTACT DATE: 02/19/08 NO. OF TRUCKS: 001
TRANSMIT DATE: 02/19/08 TRUCK MODEL: 379
CONTACT TYPE: T MILEAGE: 121000
POLICY: Y TRK APPL: O
REPORTED BY: KEN QUERY BUILD DATE: 09/26/06
TAKEN BY: GARY LAGACY DELIVERY DATE: 03/06/07
CUST. TELE. NO: TISS CODE:
CUSTOMER NAME:

ATA CODE	ATA DESCRIPTION	DISTRIBUTION
042-003	FAN/BELT/HUB	01-ENGINEERING
		05-VENDOR
		99-POLICY

THIS UNIT EXPERIENCED A HORTON FAN CLUTCH FAILURE ON 02-13-08
IN WHICH

FAN ASSEMBLY WENT INTO RADIATOR CAUSING EXTENSIVE DAMAGE.
THIS IS THE

5TH FAN CLUTCH FAILURE THAT WAS REPORTED TO ME THIS MONTH.

Redacted

From: GARY.LAGACY@paccar.com
To:
CC:
Subject: NSR #34-1076 P143 PB OF KNOXVILLE D-655046
Date: Monday, April 28, 2008 11:54:35 PM
Attachments:

FDXXB004-01 NATIONAL SERVICE CONTACT RECORD PAGE: 1
DIVISION: PETERBILT NEW CONTACT RECORD DATE: 080428
TIME: 21:53:29

CONTACT RECORD NUMBER: 34-1076

DLR CODE/NAME: P143 PB OF KNOXVILLE PLT-CHASSIS: D-655046

CONTACT DATE: 04/27/08 NO. OF TRUCKS: 001

TRANSMIT DATE: 04/28/08 TRUCK MODEL: 379

CONTACT TYPE: T MILEAGE: 259000

POLICY: N TRK APPL: X

REPORTED BY: RYAN BLACKMAN BUILD DATE: 03/16/06

TAKEN BY: GARY LAGACY DELIVERY DATE: 04/21/06

CUST. TELE. NO: TOSS CODE:

CUSTOMER NAME

ATA CODE	ATA DESCRIPTION	DISTRIBUTION
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042-003	FAN/BELT/HUB	01-ENGINEERING
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000-000	BLANK	05-VENDOR
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THIS UNIT EXPERIENCED A HORTON FAN HUB FAILURE AND EXTENSIVE PROGRESSIVE DAMAGE RESULTED. RADIATOR CORE, FAN BLADE ASSEMBLY, BELTS

AND HOSES NEED REPLACED. FSB-2 WAS PERFORMED ON 8-29-07 @ 189,000 MILES.

David Yin

From: GARY.LAGACY@paccar.com
Sent: Friday, July 18, 2008 12:00 AM
Subject: NSR #34-1093 Q130 CEDAR RAPIDS TRK. D-760505

FDXXB004-01 NATIONAL SERVICE CONTACT RECORD PAGE: 1
DIVISION: PETERBILT NEW CONTACT RECORD DATE: 080717
TIME: 21:59:55 CONTACT RECORD NUMBER: 34-1093

DLR CODE/NAME: Q130 CEDAR RAPIDS TRK. PLT-CHASSIS: D-760505

CONTACT DATE: 07/17/08 NO. OF TRUCKS: 001

TRANSMIT DATE: 07/17/08 TRUCK MODEL: 387

CONTACT TYPE: V MILEAGE: 117000

POLICY: N TRK APPL: X

REPORTED BY: KARL KEYS BUILD DATE: 10/02/07

TAKEN BY: GARY LAGACY DELIVERY DATE: 10/19/07

CUST. TELE. NO: TOSS CODE:

CUSTOMER NAME:

ATA CODE	ATA DESCRIPTION	DISTRIBUTION
042-003	FAN/BELT/HUB	01-ENGINEERING
000-000	BLANK	05-VENDOR

THIS UNIT HAS EXPERIENCED A HORTON FAN HUB FAILURE RESULTING IN EXTENSIVE PROGRESSIVE INCLUDING RADIATOR CORE, BELTS, FAN BLADE, AND HOSES.

Redacted

From: GARY.LAGACY@paccar.com
To:
CC:
Subject: NSR #34-1077 E090 ELLIOTT/WILSON TRK D-655187
Date: Monday, April 28, 2008 11:54:35 PM
Attachments:

FDXXB004-01 NATIONAL SERVICE CONTACT RECORD PAGE: 1
DIVISION: PETERBILT NEW CONTACT RECORD DATE: 080428
TIME: 21:53:29

CONTACT RECORD NUMBER: 34-1077

DLR CODE/NAME: E090 ELLIOTT/WILSON TRK PLT-CHASSIS: D-655187

CONTACT DATE: 04/27/08 NO. OF TRUCKS: 001

TRANSMIT DATE: 04/28/08 TRUCK MODEL: 379

CONTACT TYPE: T MILEAGE: 250000

POLICY: N TRK APPL: G

REPORTED BY: RYAN BLACKMAN BUILD DATE: 04/25/06

TAKEN BY: GARY LAGACY DELIVERY DATE: 05/23/06

CUST. TELE. NO: TOSS CODE:

CUSTOMER NAME:

ATA CODE	ATA DESCRIPTION	DISTRIBUTION
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042-003	FAN/BELT/HUB	01-ENGINEERING
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000-000	BLANK	05-VENDOR
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THIS UNIT EXPERIENCED A HORTON FAN HUB FAILURE AND EXTENSIVE
PROGRESSIVE DAMAGE RESULTED. RADIATOR CORE, FAN BLADE
ASSEMBLY, BELTS
AND HOSES NEED REPLACED.

David Yin

From: DENNIS.TALENTOWSKI@paccar.com
Sent: Wednesday, August 27, 2008 12:34 AM
Subject: NSR #37-2816 P134 PB WISCONSIN - WAUSAU D-748565

FDXXB004-01 NATIONAL SERVICE CONTACT RECORD PAGE: 1
DIVISION: PETERBILT NEW CONTACT RECORD DATE: 080826
TIME: 22:32:57 CONTACT RECORD NUMBER: 37-2816
DLR CODE/NAME: P134 PB WISCONSIN - WAUSAU PLT-CHASSIS: D-748565
CONTACT DATE: 08/26/08 NO. OF TRUCKS: 001
TRANSMIT DATE: 08/26/08 TRUCK MODEL: 387
CONTACT TYPE: T MILEAGE: 190514
POLICY: N TRK APPL: G
REPORTED BY: TOM BEY BUILD DATE: 03/06/07
TAKEN BY: DENNIS TALENTOW DELIVERY DATE: 04/02/07
CUST. TELE. NO: TQSS CODE:

CUSTOMER NAME:

ATA CODE	ATA DESCRIPTION	DISTRIBUTION
042-003	FAN	05-VENDOR
		01-ENGINEERING
		99-POLICY

EXPERIENCED A FAN HUB FAILURE BUT RATHER THAN A CLUTCH FAILURE, THE BOLTS BETWEEN THE SPRING HOUSING AND THE SHEAVE SHEARED. HORTON WANTS ALL THE ITEMS PUT INTO A CLAIM LISTED AS PROGRESSIVE FAILURE. DUE TO THE NATURE OF THIS FAILURE THE PARTS WILL BE SHIPPED DIRECTLY TO THE LAB FOR INVESTIGATIVE RESEARCH. THE RADIATOR NEEDN'T BE RETURNED. DALE JOHNSON FROM HORTON WILL BE RECEIVING THE PARTS IN ROSEVILLE MN.

FDIA

CONTACT RECORD INQUIRY

DATE: 02/19/09

PAGE: 1

CONTACT RECORD NUMBER 34 - 1097

DLR CODE/NAME: H530 HUNTER KEYSTONE PB	PLT-CHASSIS: D 697497
CONTACT DATE: 07/22/08	NO. OF TRUCKS: 001
TRANSMIT DATE: 07/22/08	TRUCK MODEL: 379
CONTACT TYPE: T	MILEAGE: 170000
POLICY: N	TRUCK APPL: X
REPORTED BY: RYAN BLACKMAN	BUILD DATE: 08/29/06
TAKEN BY: GARY LAGACY	DELIVERY DATE: 12/13/06
CUST. TELE. NO:	TOSS CODE: 010500
CUSTOMER NAME:	PRE-AUTH NO:
ATA CODE 1: 000-000	DESCRIPTION: BLANK
ATA CODE 2: 042-003	DESCRIPTION: FAN/BELT/HUB
ATA CODE 3:	DESCRIPTION:

CONTACT RECORD TEXT:

CUSTOMER COMPLAINT OF HORTON FAN HUB BEARING FAILURE IN WHICH FAN BLADE ASSEMBLY WENT INTO RADIATOR ASSEMBLY. EXTENSIVE PROGRESSIVE DAME RESULTING. THIS CHASSIS WAS NOT INCLUDED IN ANY PREVIOUS F>S>B> TO UPDATE BEARINGS.

Redacted

David Yin

From: GARY.LAGACY@paccar.com
Sent: Tuesday, August 12, 2008 11:49 PM
Subject: NSR #34-1105 G810 GREAT LAKES PB D-674983

FDXXB004-01 NATIONAL SERVICE CONTACT RECORD PAGE: 1
DIVISION: PETERBILT NEW CONTACT RECORD DATE: 080812
TIME: 21:48:13 CONTACT RECORD NUMBER: 34-1105
DLR CODE/NAME: G810 GREAT LAKES PB PLT-CHASSIS: D-674983
CONTACT DATE: 08/12/08 NO. OF TRUCKS: 001
TRANSMIT DATE: 08/12/08 TRUCK MODEL: 379
CONTACT TYPE: V MILEAGE: 239000
POLICY: Y TRK APPL: G
REPORTED BY: TODD YOUNG BUILD DATE: 04/28/06
TAKEN BY: GARY LAGACY DELIVERY DATE: 05/31/06
CUST. TELE. NO: TOSS CODE: 0330064

CUSTOMER NAME: F:

ATA CODE	ATA DESCRIPTION	DISTRIBUTION
042-003	FAN/BELT/HUB	01-ENGINEERING
000-000	BLANK	05-VENDOR

CUSTOMER COMPLAINT THAT ONE OF THE FAN BLADES HAVE BROKEN SENDING THE BLADE THRU RADIATOR ASSEMBLY. A NEW FAN ASSEMBLY AND RADIATOR CORE WERE INSTALLED. PART NUMBER ON FAN BLADE ASSEMBLY IS 4735-44003-12. DEALERSHIP REPORTED NO SIGNS OF CONTACT WITH SHROUD. PARTS AVAILABLE FOR INSPECTION.

David Yin

From: GARY.LAGACY@paccar.com
Sent: Tuesday, August 26, 2008 1:01 AM
Subject: NSR #34-1111 N025 RUSH PB TRK CTR/NASHVILLE D-753186

FDXXB004-01 NATIONAL SERVICE CONTACT RECORD PAGE: 1
DIVISION: PETERBILT NEW CONTACT RECORD DATE: 080825
TIME: 23:01:03 CONTACT RECORD NUMBER: 34-1111
DLR CODE/NAME: N025 RUSH PB TRK CTR/NASHVILLE PLT-CHASSIS: D-753186
CONTACT DATE: 08/25/08 NO. OF TRUCKS: 001
TRANSMIT DATE: 08/25/08 TRUCK MODEL: 388
CONTACT TYPE: T MILEAGE: 90000
POLICY: N TRK APPL: G
REPORTED BY: JIM JEAGER BUILD DATE: 07/31/07
TAKEN BY: GARY LAGACY DELIVERY DATE: 08/25/07
CUST. TELE. NO: TOSS CODE:

CUSTOMER NAME:

ATA CODE	ATA DESCRIPTION	DISTRIBUTION
042-003	FAN	01-ENGINEERING
000-000	NONE OR OTHER	05-VENDOR

CUSTOMER REPORTED THAT THIS UNIT HAS EXPERIENCED A FAN HUB FAILURE, THE FAN HAS CAUSED EXTENSIVE DAMAGE INCLUDING RADIATOR CORE, BELTS, HOSES, AND FAN BLADE ASSEMBLY. CUSTOMER HAS \$750 DOLLAR TOW CHARGE AS WELL.

David Yin

From: GEORGE.COOK@paccar.com
Sent: Thursday, July 31, 2008 12:54 AM
Subject: NSR #53-2141 H832 BLUE RIDGE PETERBILT N-685412

FDXXB004-01 NATIONAL SERVICE CONTACT RECORD PAGE: 1
DIVISION: PETERBILT NEW CONTACT RECORD DATE: 080730
TIME: 22:53:26 CONTACT RECORD NUMBER: 53-2141
DLR CODE/NAME: H832 BLUE RIDGE PETERBILT PLT-CHASSIS: N-685412
CONTACT DATE: 07/30/08 NO. OF TRUCKS: 001
TRANSMIT DATE: 07/30/08 TRUCK MODEL: 379
CONTACT TYPE: T MILEAGE: 209212
POLICY: Y TRK APPL: G
REPORTED BY: JOHN NOXON BUILD DATE: 10/04/06
TAKEN BY: GCOOK DELIVERY DATE: 10/25/06
CUST. TELE. NO: TOSS CODE:

CUSTOMER NAME:
ATA CODE ATA DESCRIPTION DISTRIBUTION
042-003 FAN 01-ENGINEERING
000-000 NONE OR OTHER

COMPLAINT: BOLTS BROKE ATTACHING FAN ASSEMBLY TO ENGINE (ISX). FAN ASSEMBLY DROPPED AND WILL REQUIRE A NEW RADIATOR CORE. NO PRIOR FAN WORK ON THIS ENGINE.