



**PETERBILT MOTORS COMPANY**  
 A **PACCAR** COMPANY  
 1700 WOODBROOK STREET  
 DENTON, TEXAS 76205-7864  
 940-591-4000

**IMPORTANT SAFETY RECALL INFORMATION**



U.S. Department of  
 Transportation

Issued in Accordance  
 With Federal Law



FIRST-CLASS MAIL  
 U.S. POSTAGE  
**PAID**  
 CLEVELAND, OH  
 Permit No. 469



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443336-1217-F

Recall Notice: 1217-F

**RECALL NOTICE**

February 07 , 2018

## **IMPORTANT SAFETY RECALL**

Subject: Safety Recall 1217F – Eaton Endurant and PACCAR Transmission Neutral Start Issue  
NHTSA Recall number 17V840  
This notice applies to your vehicle

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 2017 and 2018 Models 579 and 567 vehicles manufactured from 12/6/2016 through 12/22/2017 with an Eaton Endurant or a PACCAR Transmission. These vehicles fail to conform to Federal Motor Vehicle Safety Standard (FMVSS) No. 571.102; Transmission shift position sequence, starter interlock, and transmission braking effect.

The vehicle may move without warning if the engine is started with the transmission shift lever in gear (Drive or Reverse) without the parking brake or service brake applied. Unexpected movement could result in a crash or injury.

<b>The problem is ...</b>	The transmission software may allow the engine to start while the transmission is in drive or reverse mode.
<b>What your dealer will do ...</b>	Dealers will update the Transmission Control Module (TCM) software.
<b>What you must do ...</b>	Contact your Peterbilt Dealer to schedule an appointment for repair

Peterbilt has initiated a recall to update the TCM software. This repair should take approximately **1.0 hour** depending on vehicle configuration, and will be performed at no charge to you. Please contact your nearest Peterbilt dealer immediately to schedule an appointment for this repair. To find your nearest Peterbilt dealer, please visit Dealer Locator at [www.Peterbilt.com](http://www.Peterbilt.com). If you had this 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.

If you require further information about this campaign, reimbursement of a pre-notification remedy associated with this campaign or experience any difficulty in making arrangements for this repair, please contact: Peterbilt Motors Company, 1700 Woodbrook St, Denton, TX 76205 Attn: Customer Service Department or call 940-5914-4220.

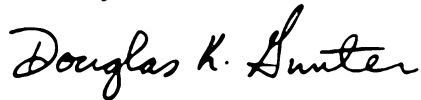
If you conclude that Peterbilt Motors Company has not enabled you to remedy this defect in reasonable time and without charge, you may submit a complaint to: Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, DC 20590, or call the toll free Vehicle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

We apologize for any inconvenience this 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.

Thank you,



Doug Gunter  
Director of Warranty  
Peterbilt Motors Company

Our records indicate that these vehicles are affected by 1217-F and are owned [REDACTED]

[REDACTED]