



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

IMPORTANT SAFETY RECALL INFORMATION



Issued in Accordance
With Federal Law



0016



413077-18PBE

RECALL NOTICE

Recall Notice: 18PBE

IMPORTANT SAFETY RECALL

Remedy Now Available

July 29, 2019

Subject: Safety Recall 18PBE - Eaton UltraShift Plus/ Fuller Advantage Automated Transmissions Clutch Release
NHTSA Recall number NHTSA #18V931
NHTSA Recall number 18E-102 for Eaton
EXPIRATION DATE: NONE
Your VIN(s) can be found on the bottom or back of this page

Scan this QR code to open the
Peterbilt Dealer Locator.



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 2018 and 2019 Models 337, 348, 365, 367, 389, 567, 579, and 587 vehicles manufactured from 04/03/2017 through 06/29/2018 equipped with the Eaton UltraShift Plus or Fuller Advantage Automated transmissions. The transmission could remain in gear and may overcome the park brake, allowing the vehicle to move unexpectedly. The effect may not be experienced immediately. Instead, drivers of affected vehicles may experience a lag during which the vehicle remains stationary, followed by unexpected vehicle movement, increasing the risk of crash or injury.

<i>The problem is ...</i>	Affected clutches may not fully release, such that an automated transmission could remain in gear and may overcome the park brake, allowing the vehicle to move unexpectedly.
<i>What your dealer will do ...</i>	Replace the clutch assembly.
<i>What you must do ...</i>	Contact your Peterbilt Dealer to schedule an appointment for repair.

Peterbilt has initiated a recall to remedy the defect. Please contact your Peterbilt dealer. To find your Peterbilt dealer, please visit Dealer Locator at www.Peterbilt.com. This repair may take up to 7.0 hours of labor depending on vehicle configuration and dealer scheduling. This repair will be performed at no charge to you.

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. Receipts for parts and/or labor are required for consideration of reimbursement.

If you require further information about this recall, reimbursement of a pre-notification remedy associated with this recall or experience any difficulty in making arrangements for this repair, please contact: Peterbilt Motors Company, 1700 Woodbrook St, Denton, TX 76205, Attn: Customer Services Department, phone 940-591-4220.

If you conclude that Peterbilt Motors Company has not enabled you to remedy this noncompliance 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 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 Service
Peterbilt Motors Company

Our records indicate that these vehicles are affected by 18PBE and are owned by [REDACTED]

[REDACTED]