

Date of Letter

IMPORTANT SAFETY RECALL

Subject: Safety Recall 19PBA – Mekra Lang Side Mirror Adhesion Issue
NHTSA Recall number NHTSA #19V340
EXPIRATION DATE: NONE
Your VIN(s) can be found on the bottom or back of this page

Customer name
Customer address
City, State ZIP

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, may exist in certain model year 2020 Model 567 and 579 vehicles manufactured between 2/15/2019 and 3/15/2019. On certain trucks, the upper glass on the side mirrors may not be properly attached. This could cause the mirror glass to fall off or to hang from its wiring and block the lower convex mirror. Missing or blocked mirrors will reduce visibility and increase the risk of a crash. If the mirror glass falls from the vehicle, it could strike another vehicle or pedestrian increasing the risk of injury. Your vehicle has been identified as being built within the date range in which the affected mirrors were manufactured.

<i>The problem is...</i>	The upper mirror in the side mirror assemblies could fall from the housing and limit the visibility of the driver or fall and strike another vehicle or pedestrian.
<i>What your dealer will do...</i>	The mirror and carrier will be inspected to verify the mirror manufacture date and will be replaced if necessary.
<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 1.0 hours of labor depending 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.

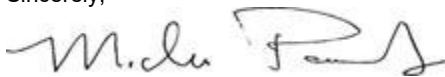
If you conclude that Peterbilt Motors Company has not enabled you to remedy this noncompliance in reasonable time and without charge, you may submit a complaint to: Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, DC 20590, or call the toll free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