

Date

[First VIN]
Customer Name
Address
City, State Zip

Subject: Product Improvements Available for your Peterbilt

Dear Peterbilt Customer,

Peterbilt has determined that your vehicle (listed above) is eligible for the following no-charge update:

- E117 - Front Engine Accessory Drive (FEAD) Update - designed to improve the life of the air conditioning compressor clutch bearing.

To assure product performance and ensure your satisfaction, Peterbilt is extending the warranty coverage of your air conditioning compressor for the PACCAR MX-13 EPA2013 vehicle(s) built before 1/5/15 to 3 years from vehicle date in service or 300,000 miles/480,000 km, whichever occurs first. This applies to the compressor currently installed in your vehicle(s) as of the date of this letter. Compressors installed after the date of this letter would fulfill the extended warranty and have a standard parts warranty starting on the replacement date. Your extended warranty will be on record with all Peterbilt dealerships.

Depending on the age and configuration of this vehicle, two other updates may also apply:

- 215-2 – Sleeper-heater O-rings Leaking - replace O-rings with improved O-rings
- E114 – PACCAR MX-13 Model Year 2014 Unit Pump Update – may replace one or both injector pumps with more durable pumps

In an effort to minimize your vehicle's downtime, we are coordinating the Peterbilt dealer network to complete these updates in one service event. It could take a day to complete all of these campaigns or a few hours if your vehicle is eligible for only one. Your Peterbilt dealer can provide details and timing.

Please contact an authorized Peterbilt dealership to schedule an appointment for when this work can be completed. If you've already had this work performed, please disregard this letter. You can find the nearest Peterbilt dealer at Dealer Locator on the website www.Peterbilt.com. When contacting your selected Peterbilt dealer, refer to the campaign number(s) listed above. Parts involved with each campaign must first be ordered by the dealer, so please coordinate a time that works for you and the dealer.

The E117 & 215-2 campaigns expire on 05/01/2016. For the E114 emissions campaign, Peterbilt will pay for parts and labor for 10 years or 435,00 miles (700,00 kilometers) from vehicle registration date, whichever comes first.

We apologize for this inconvenience, but ask for your cooperation to ensure continued satisfaction with Peterbilt products.

Thank you,

Douglas K. Gunter

Doug Gunter
Director of Warranty

SAMPLE