

November 27, 2017

Subject: Field Repair Notice 10172 – Lane Departure Disable Switch Missing
EXPIRATION DATE: **12/01/2018**
*The VINs are listed below or
on the reverse of this page*

Customer name
Customer address
City, State ZIP

Dear Peterbilt Customer,

Peterbilt Motors Company has determined that certain Model 579 and 567 vehicles manufactured from August 11, 2017 through September 25, 2017, are missing a switch to disable the lane departure warning system. Your vehicle has been identified as possibly missing this switch.

This switch allows the driver to disable the system when not needed.

<i>The problem is...</i>	The switch to disable the lane departure warning system is missing.
<i>What your dealer will do...</i>	Install the lane departure warning system disable switch
<i>What you must do ...</i>	Contact your Peterbilt Dealer to schedule an appointment for repair

Peterbilt has initiated a campaign to remedy the defect free of charge. Please contact your nearest Peterbilt dealer. To find your nearest Peterbilt dealer, please visit Dealer Locator at www.Peterbilt.com. This repair may take up to 0.5 hours of labor and 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 campaign.

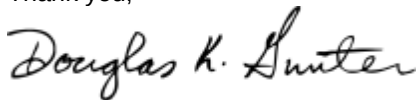
If you require further information about this campaign, reimbursement of a pre-notification remedy associated with this campaign or experience any difficulty in making arrangements for this repair, please contact: Peterbilt Motors Company, 1700 Woodbrook St., Denton, TX 76205, Attn: Customer Services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

Federal regulation requires that any vehicle lessor receiving this campaign 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.

Thank you,



Doug Gunter
Director of Warranty
Peterbilt Motors Company



Repair Notice

10172

Section

Instruments - 03

Description

The Switch to Disable Lane Departure Warning was Not Installed

Release Date

11/27/2017

Introduction

Peterbilt has determined that certain Model 567 and 579 vehicles built between August 11, 2017 and September 25, 2017 are missing a (LDW) Lane Departure Warning Switch. The lane departure warning system is functional in the affected vehicles. The switch allows the driver to disable the system when not needed.

Resolution

CAMPAIGN

Service all chassis affected that enter your dealership, even if the customer has no issue with the chassis.

- Review the attached chassis list for your dealer code and schedule your customer(s) for service if their chassis is on the list.
 - Review the DWWC or SIR for "Complete" next to the "10172" campaign code prior to performing this repair.
 - Follow the procedures below to install the Lane Departure Warning Switch.
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Warranty

Through standard warranty, for repairs **completed by 12/01/2018**, Peterbilt will reimburse the dealer for part and labor for completing this procedure and applicable markup.

- 0.50 hours labor install the Lane Departure Warning Switch. Use quick claim **10172**
- File an additional claim for extraordinary circumstances. A quick claim for standard labor must be filed first.

For Field...	Enter...
Failure Location	003-001-990
Failure Type	700

Claim Type	C
Campaign Number	10172
SRT 003-996	0.50 hours labor to install the LDW disable switch

Parts

Parts are available from PACCAR Parts.

Quantity	Part Number	Description
1	P27-1177-029	Switch-PB Lane Departure Warning

Take off Parts Disposition: There should be no take off parts.

Procedure

[10172 LDW Switch Procedure](#)

Attachments

[10172 Chassis List](#)

[10172 Sample Customer Letter](#)

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