

June 01, 2018

Subject: FRN 02-144 – Model 520 Vehicles Manufactured With Missing Components
EXPIRATION DATE: **June 01, 2019**
The VINs are listed below or on the back of this page

Customer name
Customer address
City, State ZIP

Dear Peterbilt Customer,

Peterbilt Motors Company has recognized that certain Model 520 vehicles built between August 17, 2017 and December 20, 2017 were manufactured without sun visors. Your vehicle is eligible to have the missing components installed.

<i>The problem is...</i>	Model 520 vehicles manufactured without sun visors
<i>What your dealer will do...</i>	Determine and install the required missing components
<i>What you must do ...</i>	Contact your Peterbilt dealer to schedule this repair

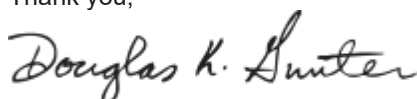
Peterbilt has initiated a campaign to install missing components. To find your nearest Peterbilt dealer, please visit Dealer Locator at www.Peterbilt.com. This repair may take up to 3.0 hours of labor and will be performed at no charge to you. If you had this repair performed before you received this 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

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 Customer Service
Peterbilt Motors Company



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02-144

Section

02 - CAB

Description

Certain Model 520 Vehicles Were Manufactured Without Sun Visors

Release Date

6/1/2018

Introduction

Peterbilt was informed that certain Model 520 vehicles built between August 17, 2017 and December 20, 2017 were manufactured without sun visors.

Resolution

Campaign

Install the missing components indicated on the attached Model 520 chassis list and flagged in SIR for campaign "02-144".

Warranty

Through standard warranty or for repairs completed by **06/01/2019** Peterbilt will pay for labor and parts plus applicable markup:

Claim filing information:

- 0.6 hours labor to assemble and install the visor. File a quick claim "02-144"

For Field...	Enter...
Failure Location	002-048-016
Failure Type	700

Claim Type	c
SRT002-144	0.6 hours labor to install the visor

Parts

Parts are available at PACCAR Parts.

Engineering P/N	Description	Qty
S73-6005	SUNVISOR	1
HWC12726	LOCKNUT	6

Procedure

[02-144 Sun Visor Installation Procedure](#)

Attachments

[02-144 Chassis List](#)

[02-144 Sample Customer Letter](#)

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