



A **PACCAR** COMPANY

Kenworth Truck Company
Customer Service Department
PO Box 1000
Kirkland, Washington 98083-1000
(425) 828-5000

Date of Letter

Subject: TIB 43-056 – Greenhouse Gas (GHG) Door Label Tire Classification Issue
EXPIRATION DATE: NONE
The VINs are listed on the back of this page

Customer name
Customer address
City, State ZIP

Dear Kenworth Customer,

Kenworth Truck Company has determined that certain T170/T270/T370, T680, T800, T880, and W900 chassis manufactured from 07/21/2016 through 05/09/2018 fail to conform to emission control requirements. Your vehicle has been identified as possibly having an incorrect emissions identifier label for the tires installed.

<i>The problem is...</i>	The GHG door label has the incorrect emissions identifier label for the tires installed.
<i>What your dealer will do...</i>	Replace the GHG door label
<i>What you must do ...</i>	Contact your Kenworth Dealer to schedule an appointment for repair

Kenworth has initiated a campaign to remedy the issue. Please contact your nearest Kenworth dealer. To find your nearest Kenworth dealer, please visit Dealer Locator at www.Kenworth.com. This repair may take up to **1.0 hour** 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 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 Kenworth Customer Service using one of the following:

Email: Kenworth.Customer.Service@paccar.com with the bulletin number in the subject line
or

Mail: Kenworth Truck Company, P.O. Box 1000, Kirkland, WA 98083-1000, Attn: Customer Service Department
or

Phone: 425-828-5000

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 regret any inconvenience that this work may cause you and appreciate your cooperation in this matter.

Thank you,

Shondip Chakravarty
Director of Customer Service
Kenworth Truck Company



Technical Information Bulletin

43-056



Section

Exhaust - 43

Subject

Greenhouse Gas (GHG) Door Label Tire Classification Issue

Release Date

6/14/2018

Condition

Greenhouse Gas (GHG) door labels have incorrect emissions identifier label for the tires installed.

Chassis Affected

87 (84 U.S. and 3 Canada) T170/T270/T370, T680, T800, T880, and W900 chassis built from 07/21/2016 through 05/09/2018.

Action

CAMPAIGN

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

1. Review the attached chassis list for your dealer code and schedule your customer(s) for service if their chassis is on the list.
2. If you are not using Service Management to start repair orders, review DWWC or SIR for "Complete" next to the "43056" campaign code prior to performing this repair.
3. Follow the procedures below to replace the original GHG door label tire classification.

This campaign can be performed at any time convenient for the customer (for example: during the next scheduled maintenance interval).

Warranty

There is no time or mileage limit for this emissions campaign. Kenworth will pay for parts at dealer net plus applicable mark-up and labor:

- 0.3 hours labor to remove and replace the emissions decal.
- Attach a photo of the installed new label to the claim.
- File an additional claim for extraordinary circumstance (which must be explained).

Take-Off Parts Disposition: N/A

CLAIM CODING	
Failure Location: 053-005-001	Work Accomplished: 35
Failure Type: 340	Responsibility Code: 01
SRT Code: 053-XXX	Claim Type: C

Parts

Parts are available from PACCAR Parts.

1. Order from PACCAR Parts via SupportLink. Select Customer Service | Chassis Specific Orders | Labels.
2. Enter the appropriate data in the form fields. Include **TIB 43-056** in the *Other* field.

Qty.	Part Number	Description
1	S53-1271	PACCAR Vehicle Emissions Control Information Label

Background

The chassis included in this campaign have the incorrect tire emission identifier printed on the GHG label.

For additional questions, contact:

KW.Marketing.GHG@PACCAR.com

Procedure

1. Remove the old GHG label, being careful not to damage the chassis paint.
 2. Clean any remaining adhesive residue from the paint and dry the surface.
 3. Install the new GHG label in the same location and orientation as the original label.
 4. Take a photo of the label, that clearly shows the label and label orientation, to submit with the claim.
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Attachments

 [Dealer\Chassis List](#)

 [U.S. Customer Letter](#)

 [Canada Customer Letter](#)

Authored by: OF

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