



A PACCAR COMPANY

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

Date TBD

[First VIN]
Customer Name
Address
City, State Zip

Subject: **ESB E231**: PACCAR MX13 MY2017 HE400 Turbo Potential High Cycle Fatigue

Dear Kenworth Customer,

Your vehicle (listed within this letter) is eligible for a campaign to replace the turbo and, if applicable, update the engine and aftertreatment software. If the turbo is not replaced, it may fail prematurely, resulting in engine power less than 30%, black smoke, and damage that may require replacement of aftertreatment system components.

Please contact a Kenworth dealership to schedule an appointment for this work. If you have already had this work performed, please disregard this letter. You can find your nearest Kenworth dealer at Dealer Locator on the website www.Kenworth.com.

When contacting your selected Kenworth dealer, refer to campaign **ESB E231** and the VIN listed on this letter. The work will take approximately **3.0 hours**, depending on vehicle configuration and dealer scheduling. There will be no charge to you if completed within Standard Warranty (excludes Extended Warranty) or for upgrades completed by **01/01/2020**, whichever is greater. We apologize for this inconvenience but ask for your cooperation to ensure your continued satisfaction with Kenworth products.

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:

Email: Kenworth.Campaigns@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: 425-828-5888.

If you no longer own this vehicle, we would appreciate your advising us of the new owner if you know their name.

Thank you,

Shondip Chakravarty
Director of Customer Service
Kenworth Truck Company

VIN: **[VIN List]**

December 28, 2018

Subject: E231 – Turbo High Cycle Fatigue
EXPIRATION DATE: NONE
The VINs are listed on the back of this page

Customer name
Customer address
City, State ZIP

Dear Peterbilt Customer,

Your vehicle (listed within this letter) is eligible for a campaign to replace the turbo and, if applicable, update the engine and aftertreatment software. The turbo may fail prematurely, resulting in engine power less than 30%, black smoke, and damage that may require replacement of aftertreatment system components. Your vehicle has been identified as having a turbo that may fail due to high cycle fatigue.

Some turbo components may fail due to high cycle fatigue.

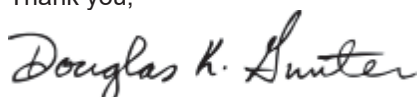
The problem is...	Turbo high cycle fatigue
What your dealer will do...	Replace the turbo
What you must do ...	Contact your Peterbilt Dealer to obtain this enhancement

Peterbilt has initiated this non conforming recall remedy 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 3.0 hours labor to replace the turbo 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.

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