

September 23, 2019

CAMPAIGN LETTER

This notice applies to your vehicle. Your VIN(s) can be found on the bottom or back of this page.

Subject: 15-028 Steering Tilt Cable
EXPIRATION DATE: 10/1/2020

Dear Peterbilt Customer,

Peterbilt has determined that certain Model 365, 367, and 389 vehicles require inspection to confirm optimal routing of the tilt cable in the steering column. This routing will prevent the cable from contacting U-Joint shaft components and protect the cable sheath from potential damage. Peterbilt will replace any damaged tilt cable, if necessary.

What is Peterbilt improving?

Peterbilt may improve routing of the tilt cable in certain vehicles by confirming it is secure through the cushion clamp next to the steering column mounting flange.

What will this improvement do?

Optimal routing will protect the tilt cable and prevent interference with the steering shaft.

What should you do?

Contact your dealer immediately to schedule an appointment.

Please contact a Peterbilt dealership to schedule an appointment for this improvement. To find your Peterbilt dealer, please visit the Dealer Locator at www.Peterbilt.com or scan the QR code. The work for this improvement will take approximately 1.7 hours of labor depending on vehicle configuration and dealer scheduling. There will be no charge to you if completed within standard warranty or by October 1, 2020, whichever is later.

We look forward to the opportunity to deliver this product improvement as part of our effort to 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.

Sincerely,



Michelle Ponsonby
Director of Customer Service
Peterbilt Motors Company

Scan this QR code to open the
Peterbilt Dealer Locator.

