

Date TBD

Subject: FRN 45-061
EXPIRATION DATE: April 01, 2020
The VINs are listed on the back or bottom of this page

Customer Name
Address
City, State Zip

Dear Peterbilt Customer,

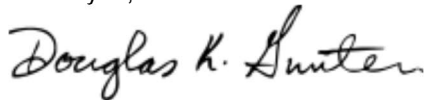
Peterbilt is pleased to inform you that your Model 520 vehicle is eligible to receive an improved compressor supply hose. The newly available hose provides increased durability and will enhance the long term performance of your natural gas engine.

The problem is...	The current hose contains a reinforcement spring that could wear and break, allowing foreign material to contaminate the engine.
Correction...	Replace the hose with an improved product that does not require a reinforcement spring.
What you must do ...	Contact your dealer immediately to schedule an appointment.

Please contact a Peterbilt dealership to schedule an appointment for this work. You can find your nearest Peterbilt dealer at Dealer Locator on the website www.Peterbilt.com. Replacement of the compressor supply hose will take approximately 1.0 hours of labor depending on vehicle configuration and dealer scheduling. There will be no charge to you if completed within standard warranty or by 04/01/2020, 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.

Thank you,



Doug Gunter
Director of Customer Service
Peterbilt Motors Company



Repair Notice

45-061

Section

45 - Engine

Description

Model 520 Compressor Supply Hose

Release Date

3/14/2019

Revision History

3/20/2019: Added take off parts disposition note.

Introduction

Peterbilt has determined that certain Model 520 vehicles, equipped with natural gas engines, were built with a compressor supply hose that is reinforced with a spring that could break and rub on the inside surface of the hose fitting. This could create fine metal shavings that may be ingested into the engine, ultimately causing progressive engine damage.

Resolution

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 SmartLINQ Service Management to start repair orders, review the DWWC or SIR for "Complete" next to the "45-061" campaign code prior to performing this repair.
 3. Ensure all required parts have arrived prior to scheduling the chassis for the repair.
 4. Follow the procedures below to replace the compressor supply hose with the new hose.
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Warranty

Through Standard Warranty or for repairs completed by 04/01/2020, whichever is greater, Peterbilt will pay for parts and labor to replace the reinforced hose with a new hose:

- 0.60 hours labor to replace the hose. Use Quick Claim Code 45061.
- File an additional claim for extraordinary circumstances, referencing 45061 in the CCC. A quick claim for standard labor must be filed first.
- Direct Fleets and Dealer Sponsored Fleets (DSF) may not use quick claims when submitting for repairs on chassis related to this bulletin but must submit a long form specifying part numbers, quantities, and pricing for parts used in the repair. Submittal of a Quick Claim for repairs made by the fleet will be denied as pricing is incorrect on quick claims.

<i>For Field...</i>	<i>Enter...</i>
Failure Location	041-004-061
Failure Type	700
Claim Type	C
Responsibility	09
SRT 041-007	0.60 hours labor replace the hose

Parts

Parts are available through PACCAR Parts.

Quantity	Part Number	Description
1	5261309CUM	Air Compressor Supply Hose
2	9216TRP	Hose Clamp

Take off parts disposition: Destroy parts 30 days after the claim has been paid.

Procedure

Follow the procedure below to replace the air compressor supply hose:

1. Remove the clamps from the ends of the hose.
2. Remove the hose from the charge air pipe and the compressor.
3. Install the replacement clamps loosely on the new hose.
4. Push both ends of the hose back onto the charge air pipe and the compressor.
5. Tighten both clamps to 38-45 in-lbs (4.3-5 N·m).

Attachments

[Chassis List](#)

[Customer Letter](#)

Authored by: PR

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