

Date TBD

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

Subject: TIME-SENSITIVE NOTICE REGARDING YOUR PACCAR MX ENGINE
Service Bulletin E275 PACCAR MX ENGINE MY 2021 - Emissions Exemption Label Replacement

Dear Peterbilt Customer,

Certain Engine Model Year 2021 pre-production vehicles manufactured from 11/9/2020 to 11/13/2020, equipped with a PACCAR MX-11 or MX-13 engine, were sold with temporary emissions exemption labels that will expire on 12/31/2020. The label **must** be replaced as soon as possible to ensure your vehicle remains compliant with all applicable emissions standards.

The EPA is authorized to assess civil penalties for engines without current exemption labels per 40 CFR 1068.101(b).

What is the problem ...	Your pre-production vehicle's emissions label expires 12/31/20.
What will your dealer do?	Your dealer will replace the label.
What should you do ...	Contact your dealer immediately to schedule an appointment for the label replacement.

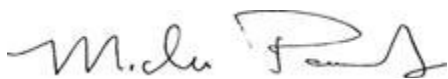
Please contact a Peterbilt dealership to schedule an appointment for this work, referencing campaign number E275 and the noted VIN(s). You can find your nearest Peterbilt dealer at Dealer Locator on the website www.Peterbilt.com. The replacement of the label and engine software update will take approximately 1.0 hours of labor, depending on dealer scheduling, and will be performed at no charge to you.

If you require further information about 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.

Federal regulation requires that any vehicle lessor receiving this recall 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.

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.

Sincerely,



Michelle Ponsonby
Director of Customer Service
Peterbilt Motors Company

Scan this QR code to open the
Peterbilt Dealer Locator.





A **PACCAR** COMPANY

Kenworth Truck Company
Customer Service Department
PO Box 1000
Kirkland, Washington 98083-1000
(425) 828-5888

Date TBD

Scan this QR code to open
the Kenworth Dealer Locator.



[First VIN]
Customer Name
Address
City, State Zip

Subject: PSB E275: Replace Engine Emissions Exemption Label

Dear Kenworth Customer,

Your vehicle (listed within this letter) is eligible for a campaign to replace the Engine Emissions Exemption Label, which expires 12/31/2020. The label **must** be replaced as soon as possible. The EPA is authorized to assess civil penalties for engines without current exemption labels per 40 CFR 1068.101(b).

Please contact a Kenworth dealership to schedule an appointment for this work as soon as possible. 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.

<i>The problem is...</i>	Engine Emissions Exemption label expires 12/31/2020.
<i>What your dealer will do...</i>	Dealers will replace the label.
<i>What you must do ...</i>	Contact your Kenworth Dealer to schedule an appointment for repair.

When contacting your selected Kenworth dealer, refer to **Campaign E275** and the VIN listed on this letter. The work will take approximately **1.0 hour**, depending on vehicle configuration and dealer scheduling. There will be no charge to you. 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 or experience any difficulty in making arrangements for this repair, please contact Kenworth Customer Service, provide your name, your dealer's city and state, your phone number, your email address (optional), the last 8 digits of your VIN, the bulletin number, and your question using one of the following:

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,

Annick Hollingsworth
Director of Service Platforms
Kenworth Truck Company

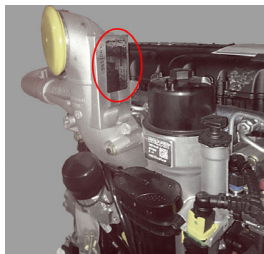
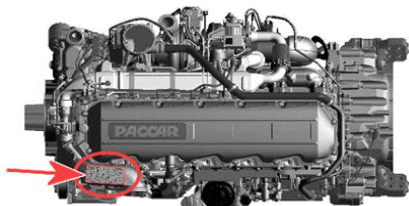
VIN: [VIN List]



A PACCAR COMPANY

Technical Information Bulletin

E275

**MX-11****MX-13**

Section

Engine - 45

Subject

2021 Pre-Production Emissions Exemption Label Replacement

Release Date

12/22/2020

Condition

Vehicles included in Model Year 2021 Pre-Production Engine program have an Emissions Exemption label that must be replaced. The current Emissions Exemption label will expire on 12/31/2020 and requires a new label to extend the exemption through 2021.

Chassis Affected

3 T680 chassis built on 10/22/2020 equipped with PACCAR MX-13 EPA2021 pre-production engines.

Action

Campaign

Follow the procedures below to replace the emissions exemption label.

1. Review the attached chassis list for your dealer code and schedule your customer(s) for service as soon as possible if their chassis is on the list.
2. Confirm with the customer that your dealership will be the repairing location before ordering the label.
3. Confirm the label has been received prior to scheduling the chassis for the retrofit.
4. If you are not using Service Management to start repair orders, review DWWC or SIR for "Complete" next to the "E275" campaign code prior to performing this repair.
5. Follow the procedures below to replace the Emissions Exemption label.

This campaign must be completed by the 12/31/2020 expiration date to avoid the possibility of civil fines. If not completed by the expiration date:

- The OEM/Dealer could face civil fines per regulation 40 CFR 1068.101(b), up to \$45,268 per engine.
- Customer/Owners could face civil fines per regulation 40 CFR 1068.101(b), up to \$4,527 per engine.

Warranty

There is no time or mileage limit for this campaign. Kenworth will pay for labor:

- File a long form claim for 0.3 hours labor to replace the Emissions Exemption label. Attach a photo of the new label with the claim.
- File the claim within 14 days in accordance with Warranty Policy [C-A-009](#).

Take-Off Parts Disposition: Destroy take-off parts 30 days after claim is paid

PRWS CLAIM CODING			
Campaign Code:	E275	Campaign Type:	Field Repair
Claim Category:	Engine	Repair Type:	Proactive
Customer Concern Code:	173	Causal Code:	A1
Corrective Action Code:	12	Responsibility Code:	Camp
Failure Location:	053-005-021	Causal Part:	MXENGINELABEL
Supplier Code:	N/A	SRT Code:	053-A97 0.3 hrs PACCAR EMISSIONS COMPLIANCE LABEL - R & R

DWC CLAIM CODING			
Failure Location:	053-005-021	Work Accomplished:	35
Failure Type:	800	Responsibility Code:	01
SRT Code:	053-A97 0.3 hrs PACCAR EMISSIONS COMPLIANCE LABEL - R & R	Claim Type:	F
Vendor Code:	N/A	Campaign Field:	E275

Parts

Parts are available from PACCAR Technical Center. Please have the following information on hand when ordering the replacement labels:

1. Number of labels needed
2. Chassis number(s) & engine serial number(s)
3. Your dealership mailing address for the new labels

To order the replacement label, please contact:

- Diana Mendiola
- Project Manager Engine Support
- PACCAR Technical Center
- Email: Diana.mendiola@PACCAR.com
- Phone: 360.420.8728

Quantity	Description
1	Test Exemption EPA/CARB Label

Background

The Environmental Protection Agency (EPA) allows Pre-Preproduction engines to be installed in customer-owned vehicles on the condition that those engines are later updated to the EPA emissions-certified production engine specifications and components. The emissions exemptions for the chassis listed on this bulletin are set to expire on 12/31/2020.

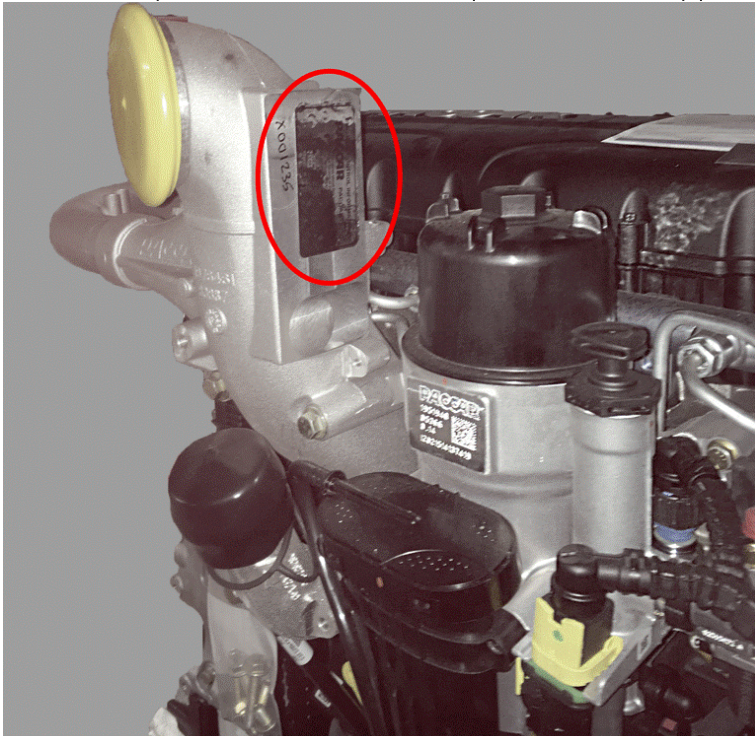
Procedure

Please follow your dealership's safety procedures and precautions to ensure the vehicle can be safely repaired and maintained.

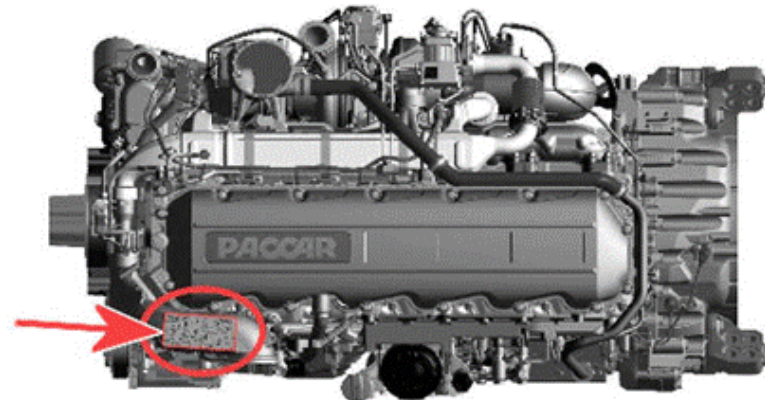
Installation

1. Remove the Test Exemption EPA/CARB label from the engine's valve cover or intake pipe. This label **MUST** be removed before installing the replacement label.

2. The Test Exemption EPA/CARB label must be placed on the intake pipe as shown below.



MX-11



MX-13

3. Take a photo of the new label after installation and attach it to your warranty claim.

Attachments

 [Dealer\Chassis List](#)

 [Customer Letter](#)

Authored by: OF

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