

Date



[First VIN]  
Customer Name  
Address  
City, State Zip

Subject: R1802 – UltraLoft Sleeper Pre-Production Part Retrofit

Dear Peterbilt Customer,

Peterbilt is offering improved production level parts for certain vehicles, equipped with an UltraLoft Sleeper, manufactured between January 19, 2018 and May 24, 2018. You have been identified as owning one or more such vehicles and are eligible for a campaign to upgrade various components on your chassis with newer production parts to ensure optimal performance.

***The problem is...***

**Your pre-production vehicle is eligible for upgraded parts.**

***What your dealer will do...***

**Update pre-production parts to current production parts.**

***What you must do ...***

**Contact your Peterbilt Dealer to schedule an appointment for this part replacement.**

Please contact your nearest Peterbilt dealership to schedule an appointment for this work, referencing campaign number R1802 and the noted VIN(s). To find your nearest Peterbilt dealer, please visit Dealer Locator at [www.Peterbilt.com](http://www.Peterbilt.com). This repair may take from 1 to 3 hours of labor, depending on dealer scheduling and vehicle configuration, 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. If you no longer own this vehicle, we would appreciate your advising us of the new owner if you know their name.

We look forward to the opportunity to deliver this update 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,

A handwritten signature in black ink that reads "Douglas K. Gunter".

Doug Gunter  
Director of Warranty  
Peterbilt Motors Company