

Date TBD



[First VIN]
Customer Name
Address
City, State Zip

Subject: TIME-SENSITIVE NOTICE REGARDING YOUR PACCAR MX ENGINE
Retrofit Service Bulletin R1901
PACCAR MX ENGINE MY 2019 Retrofit - Emissions Label & Software Update

Dear Peterbilt Customer,

Certain Engine Model Year 2019 pre-production vehicles manufactured from 9/10/18 to 10/11/18, equipped with a PACCAR MX-11 engine, were sold with temporary emissions exemptions that will soon expire. You have been identified as owning one or more such vehicles and are eligible for a campaign to upgrade your engine software and emissions label to production levels, ensuring your vehicle remains compliant with all applicable emissions standards.

Owners of vehicles not in compliance by **07/01/2019** may be subject to fines as set forth in EPA's regulations published at 40 CFR 1068.101(b).

The problem is...	Your pre-production vehicle's emissions exemption is about to expire.
Correction...	Your dealer will update your vehicle to maintain emissions compliance. Updates include engine software and engine compliance labels.
What you must do ...	Contact your dealer immediately to schedule an appointment for the update.

Please contact a Peterbilt dealership to schedule an appointment for this work, referencing campaign number R1901 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.

Federal regulation requires that any vehicle lessor receiving this campaign 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 if you know their name. We regret any inconvenience that this work may cause you and appreciate your cooperation in this matter.

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 Customer Service
Peterbilt Motors Company