

R2103 - Emissions Model Year 2021 Retrofit

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Number

R2103

Section

Inlet/Exhaust/Aftertreatment - 43

Subject

Emissions Model Year 2021 Retrofit

Date

1/10/2022

Revision

01/24/2022 - Changed Claim Category in the PRW warranty table to Truck.

01/11/2022 - This retrofit bulletin affects both MX and Cummins-powered vehicles. Removed references to MX engines to avoid confusion.

Condition

Peterbilt has determined that certain pre-production vehicles must be updated to production levels. These vehicles have an emissions exemption expiration date of 5/15/2022.

Chassis Affected

115 (US: 110 / CA: 5) Model 365, 367, 389, 520, 567 and 579 vehicles built from 6/15/2020 through 12/11/2020 and equipped with Emissions Model Year 2021 engines and pre-production parts.

Action

Campaign

Please refer to the chassis list and ensure that the customer is aware of the complete extent of work that will be performed on their particular vehicle.

NOTE: The parts to be replaced will vary from one vehicle to another with this campaign.

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. Confirm with the customer that your dealership will be the repairing location before ordering parts.
3. Using the attached **Chassis List with Parts**, prepare an inventory of the parts needed and **ensure all required parts have arrived prior to scheduling the chassis for the retrofit**.
4. Review the DWWC or SIR for "Complete" next to the "R2103" campaign code prior to performing this repair.

This campaign must be completed by the 5/15/2022 exemption 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 \$44,539 per engine.
- Customer/Owners could face civil fines per regulation 40 CFR 1068.101(b), up to \$4,454 per engine.

Warranty

There is no time or mileage limit to this campaign, but to avoid possible fines, it must be completed by 5/15/2022. Peterbilt will pay for parts at dealer net plus applicable mark-up and labor:

- Refer to the attached **Chassis List with Parts** for the necessary parts.
- Refer to the attached **SRT Table** for the applicable SRT codes.
- File a long form claim and reference R2103 in the claim.

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

PRWS CLAIM CODING			
Campaign Code	R2103	Campaign Type	Retrofit
Claim Category	Truck	Repair Type	Proactive
Customer Concern Code	172	Causal Code	A1
Corrective Action Code	12	Responsibility Code	Camp
Failure Location	053-005-021	Causal Part	W34-1162-016
Supplier Code	N/A	SRT Code	Refer to attached SRT table.

CLAIM CODING			
Failure Location	053-005-021	Work Accomplished	69
Failure Type	700	Responsibility Code	09
SRT Code	Refer to attached SRT table.	Claim Type	C

Parts

Parts are available from PACCAR Parts.

NOTE: the parts to be replaced will vary from one vehicle to another with this campaign.

Use the attached **Chassis List with Parts** to determine the parts needed for each chassis.

If an engine emissions label replacement is required per the **Chassis List with Parts** attachment, see the [Replacement Label Procedure](#) under Vehicle Support Center Bulletins to order replacement labels.

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

Procedure

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

The procedure will be dependent on the parts that are required. Please see the attachments in the Links section for details.

If an engine emissions label replacement is required per the **Chassis List with Parts** attachment, see the [Replacement Label Procedure](#) under Vehicle Support Center Bulletins to order replacement labels.

Links

[Chassis List with Parts](#)

[Chassis List with Dealer Info](#)

[SRT Table](#)

Authored by: PR

Select the date.

CAMPAIGN LETTER

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

Subject: Field Repair Notice R2103 – Emissions Model Year 2021 Retrofit
EXPIRATION DATE: NONE

Dear Peterbilt Customer,

Peterbilt is offering improved production level parts for certain vehicles, equipped with pre-production 2021 Emissions parts and manufactured from 6/15/2020 through 12/11/2020. 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.

Some of the parts involved in this upgrade are emissions related by regulation. The emissions exemption for your vehicle expires on 5/15/2022. The repair must be completed by the exemption expiration date to avoid the possibility of civil fines. **If not completed by 5/15/2022 vehicle owners could receive civil fines per regulation 40 CFR 1068.101(b) up to \$4,454 per engine. In addition, owners may be required to discontinue operation of the vehicle until the retrofit is completed.**

What is Peterbilt improving?

Your pre-production vehicle is eligible for upgraded parts.

What will this improvement do?

Update pre-production parts to current production parts.

What should you do?

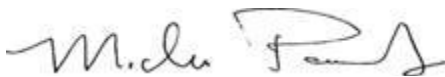
Contact your Peterbilt Dealer to schedule an appointment for this parts replacement.

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. When contacting your Peterbilt dealer, refer to campaign R2103 and the VIN(s) listed in this letter. This repair will be performed at no charge to you. Your dealer will coordinate pre-ordering of parts for your vehicle to minimize downtime.

If you no longer own this vehicle, we would appreciate your advising us of the new owner. Please send all known ownership and address changes to PBDiv.Warranty.Docs@paccar.com.

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.



Sélectionner la date

LETTRÉ DE CAMPAGNE

Cet avis concerne votre véhicule. Votre (vos) NIV(s) se trouve(nt) au bas ou au verso de la présente.

Objet : Avis de réparation sur le terrain R2103 – Amélioration des pièces relatives aux émissions sur modèle de l'année 2021
DATE D'EXPIRATION : AUCUNE

Cher client Peterbilt,

Peterbilt offre des pièces améliorées de niveau production pour certains véhicules équipés de pièces de pré-production 2021 relatives aux émissions et fabriqués entre le 15/06/2020 et le 11/12/2020. Vous avez été identifié comme étant propriétaire de l'un ou plusieurs de tels véhicules et êtes admissible à une campagne afin d'améliorer diverses composantes de votre (vos) châssis par de nouvelles pièces de production afin d'assurer une performance optimale.

Certaines des pièces concernées par cette mise à jour sont reliées aux émissions selon la réglementation. L'exemption relative aux émissions pour votre véhicule expire le 15/05/2022. La réparation doit être complétée avant la date d'expiration de l'exemption afin d'éviter la possibilité d'amendes civiles. **Si la réparation n'est pas complétée avant le 15/05/2022, les propriétaires de véhicules pourraient recevoir des amendes civiles selon la réglementation 40 CFR 1068.101(b) pouvant aller jusqu'à 4 454,00 \$ par moteur. De plus, les propriétaires pourraient être requis de discontinuer l'opération du véhicule jusqu'à ce que l'amélioration soit complétée.**

Qu'est-ce que Peterbilt améliore ?

Votre véhicule de pré-production est admissible à des pièces améliorées.

Quel effet aura cette amélioration ?

Remplacer les pièces de pré-production par des pièces de production actuelles.

Que devriez-vous faire ?

Communiquer avec votre concessionnaire Peterbilt afin de prendre rendez-vous pour le remplacement de ces pièces.

Veuillez communiquer avec un concessionnaire Peterbilt afin de prendre rendez-vous pour cette amélioration. Pour trouver votre concessionnaire Peterbilt, veuillez consulter Dealer Locator sur www.Peterbilt.com ou balayer le code à barres. Au moment de communiquer avec votre concessionnaire Peterbilt, vous référer à la campagne R2103 ainsi qu'au(x) NIV(s) cité(s) à la présente. Cette réparation sera effectuée sans frais. Votre concessionnaire s'occupera de précommander les pièces pour votre véhicule afin de minimiser le temps non productif.

Si ce véhicule ne vous appartient plus, nous apprécierions que vous nous fassiez part du nom du nouveau propriétaire. Veuillez faire parvenir toute information connue relative aux nom et adresse du nouveau propriétaire à PBDiv.Warranty.Docs@paccar.com.

Nous anticipons l'occasion qui nous est offerte de vous livrer cette amélioration de produit témoignant de l'effort que nous mettons à offrir les plus hauts niveaux de satisfaction de la clientèle et d'expertise de service. Nous apprécions votre entreprise ainsi que votre constante fidélité envers Peterbilt et son réseau de concessionnaires. Les produits Peterbilt se distinguent en étant leader de l'industrie en matière de qualité, performance et fiabilité et nous vous remercions de faire d'un Peterbilt votre camion préféré.

Salutations,



Michelle Ponsonby
Directrice du service à la clientèle
Peterbilt Motors Company

Scan this QR code to open the
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