

41-020 - Cummins Turbo Inlet Elbow Tear

2/8/2022

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41-020

Cummins Turbo Inlet Elbow Tear

Section

Air Intake - 41

Subject

Cummins Turbo Inlet Elbow Tear

Whats New Abstract

The Turbo Inlet Elbow is susceptible to tearing, potentially allowing dust to enter the engine. The Turbo Inlet Elbow will be replaced with an improved part.

Condition

Turbo Inlet Elbow does not allow for relative movement between the engine and the cab and is susceptible to tearing, potentially allowing dust to enter the engine. Dust ingestion may cause reduced engine performance and potentially severe engine damage.

Chassis Affected

2278 (2111 US / 167 Canada) model 579 and 567 vehicles built from 2/18/2020 to 11/06/2020 and equipped with Cummins X15 engines and inlet elbow D04-1021.

Action

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 Service Management to start repair orders, review SIR for "Complete" or "In Process" next to the "41020" campaign code prior to performing this repair.
3. Follow the procedures below to R&R the inlet elbow and inspect for dust ingestion.

Warranty

For repairs completed by 3/01/2023, Peterbilt will pay for parts and labor:

- 0.3 hours labor to R&R the inlet elbow, inspect the inlet elbow for a tear and, if a tear is found, inspect the turbo inlet for dust. Use Quick Claim Code 41020A.
- If a tear is found in the turbo inlet elbow and there are signs of dust, take clear pictures showing the dust and contact Peterbilt Field Service/Fleet Manager for approval to proceed with further inspection.
- File an additional claim for extraordinary circumstances. A claim for standard labor must be filed first.
- File the claim within 14 days in accordance with Warranty Policy.

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

PRWS CLAIM CODING			
Campaign Code	41020	Campaign Type	Field Repair
Claim Category	Truck	Repair Type	Proactive
Customer Concern Code	173	Causal Code	A1
Corrective Action Code	12	Responsibility Code	Camp
Failure Location	41-001-017	Causal Part	D04-1021
Supplier Code	N/A	SRT Code	041-995 - 0.3 hrs to inspect for dirt intrusion and R&R intake pipes

Parts

Parts are available from PACCAR Parts.

Quantity	Part Number	Description
1	05-14901	ELBOW-RUBBER AIR 90DEG 5-1/2-4" RDCR
1	CT650LTRP	CLAMP-CONST TORQUE HD SS #104
1	CT450LTRP	CLAMP-CONST TORQUE HD SS #72

Procedure

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

1. Locate and inspect the Turbo Inlet Elbow for a tear.
 - If no tear is found, install the new elbow as instructed in the attached Inlet Elbow Replacement Procedure to complete the repair.
 - If a tear is found, follow the Dust Intrusion Inspection Procedure to inspect the turbo inlet for dust.
 - If no dust is found, install the new elbow as instructed in the Inlet Elbow Replacement Procedure to complete the repair.
 - If dust is found, take clear photos of the dust and contact Peterbilt Field Service/Fleet Manager for approval to proceed with further inspection.
2. If prior approval to proceed is received, log in to Cummins QuickServe and refer to Cummins Bulletin 5613318 to proceed with the inspection.

Attachments

[Chassis List](#)

[Inlet Elbow Replacement Procedure](#)

[Dust Intrusion Inspection Procedure](#)

[Customer Letter - English](#)

[Customer Letter - French](#)

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 41-020 – Cummins Turbo Inlet Elbow Tear
EXPIRATION DATE: 3/1/2023

Dear Peterbilt Customer,

Peterbilt is pleased to inform you that certain Model 579 and 567 vehicles equipped with a Cummins X15 engine are eligible to receive a new turbo inlet elbow. The installed turbo inlet elbow does not allow for relative movement between the engine and the cab and is susceptible to tearing.

What is Peterbilt improving?

Peterbilt will inspect and replace the turbo inlet elbow.

What will this improvement do?

An improved elbow will be installed.

What should you do?

Contact your dealer immediately to schedule an appointment.

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 41-020 and the VIN(s) listed in this letter. The work for this improvement will take approximately 1.0 hour of labor depending on vehicle configuration and dealer scheduling. There will be no charge to you if completed within standard warranty or by March 1, 2023, whichever is later.

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

LETTRE 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 41-020 – Déchirure de l'arête d'entrée du turbocompresseur Cummins
DATE D'EXPIRATION : 01/03/2023

Cher client Peterbilt,

Chez Peterbilt, nous sommes heureux de vous informer que certains véhicules de modèles 579 et 567, équipés d'un moteur Cummins X15, sont admissibles à recevoir une nouvelle arête d'entrée du turbocompresseur. L'arête d'entrée du turbocompresseur installée ne permet pas de mouvement de travail entre le moteur et la cabine et est susceptible de se déchirer.

Qu'est-ce que Peterbilt améliore ?	Peterbilt inspectera et remplacera l'arête d'entrée du turbocompresseur.
Quel effet aura cette amélioration ?	Un coude amélioré sera installé.
Que devriez-vous faire ?	Communiquer immédiatement avec votre concessionnaire afin de prendre rendez-vous.

Veuillez communiquer avec votre 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 41-020 ainsi qu'au(x) NIV(s) cité(s) à la présente. Le travail requis pour cette amélioration nécessitera environ 1.0 heure de main-d'œuvre selon la configuration du véhicule et la disponibilité du concessionnaire et sera effectué sans frais s'il est complété dans le cadre de la garantie de base ou avant le 1^{er} mars 2023, selon la date la plus éloignée.

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

