



A **PACCAR** COMPANY

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

Date of Letter

Subject: TIB 43-060 – Greenhouse Gas (GHG) Vehicle Compliance Door Label Replacement
EXPIRATION DATE: NONE
The VINs are listed on the back of this page

Customer name
Customer address
City, State ZIP

Dear Kenworth Customer,

Your vehicle (listed within this letter) is eligible for a campaign to replace the GHG door label on your vehicle. The GHG door label on your vehicle contains emissions control identifiers that are incorrect.

<i>The problem is...</i>	The installed label contains emissions control identifiers that are out of date.
<i>What your dealer will do...</i>	Dealers will remove the label and replace it with an updated label.
<i>What you must do ...</i>	Contact your Kenworth Dealer to schedule an appointment for repair.

Kenworth has initiated a campaign to remedy the issue. Please contact your Kenworth dealer. To find your Kenworth dealer, please visit Dealer Locator at www.Kenworth.com. This repair may take up to **1.0 hour** of labor depending on vehicle configuration and dealer scheduling. This repair 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 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

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.

Thank you,

Shondip Chakravarty
Director of Customer Service
Kenworth Truck Company

Scan this QR code to open the Kenworth Dealer Locator.



VIN: **[VIN List]**



Technical Information Bulletin

43-060



Section

Inlet/Exhaust/Aftertreatment - 43

Subject

Green House Gas (GHG) Door Label Goodyear Tire Classification Issue

Release Date

5/3/2019

Condition

Kenworth has determined that certain chassis equipped with certain Goodyear tires received a Greenhouse Gas label that does not reference the correct tire emissions identifier related to new rolling resistance data.

Chassis Affected

52 chassis (All U.S. and No Canada), T370, T440/T470, T800, and T880 Model Year 2019 and 2020 vehicles built from 10/29/2018 through 03/04/2019 equipped with certain Goodyear tires. See the attached chassis list for specific chassis.

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. Confirm with the customer that your dealership will be the repairing location before ordering parts.
3. If you are not using Service Management to start repair orders, review DWWC or SIR for "Complete" next to the "43060" campaign code prior to performing this repair.
4. Follow the procedures below to order the label.
5. Ensure all required parts have arrived prior to scheduling the chassis for the repair.
6. Follow the procedures below to replace the Greenhouse Gas label.

Warranty

There is no time or mileage limit for this emissions campaign. Kenworth will pay for parts at dealer net plus applicable mark-up and labor:

- 0.3 hours labor to remove the current label and replace it with a new GHG label. File a long form claim.
 - The claim **must** include a clear and in-focus photo of the installed new label.
- File an additional claim for extraordinary circumstances, referencing 43060 in the Campaign Field. A long form claim for labor must be filed first.

Take-Off Parts Disposition: N/A

CLAIM CODING			
Failure Location:	002-017-021	Work Accomplished:	35
Failure Type:	340	Responsibility Code:	01
SRT Code:	053-A97	Claim Type:	C
Campaign Field.	43060		

Parts

Parts are available from PACCAR Parts. Order from PACCAR Parts via [SupportLink](#) case; select **Chassis Specific Orders** and then select **Labels** from the dropdown list. Fill out the order form and reference Bulletin # 43-060 in the **Other** section.

Quantity	Part Number	Description
1	S53-1271	GHG Label

Procedure

Follow the procedure below to replace the GHG Label:

1. Locate the GHG Label on the Driver Side door.



2. Peel off the old label.
3. Clean the surface of residue.
4. Install the new label in the same location. Ensure the label is free of wrinkles or air bubbles.
5. Include with your claim a clear and in-focus photo of the installed new label.

Attachments

 [Dealer\Chassis List](#)

 [Customer Letter](#)

Authored by: OF

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