



Available now with all SmartLINQ Remote Diagnostics subscription renewals, Peterbilt has expanded its current heavy-duty offerings to include medium-duty. This bulletin reviews the subscription renewal process for the SmartLINQ system.

SmartLINQ availability includes:

- Heavy-duty models equipped with PACCAR MX, PACCAR PX-9, Cummins X15 or Cummins Westport natural gas engines
- Medium-duty Models 348, 337, 330 and 325 with a PACCAR PX-9, PACCAR PX-7 or Cummins Westport natural gas engines

The SmartLINQ Remote Diagnostics technology provides cost saving benefits including:

- Maximum uptime through detailed diagnostics data and recommended actions.
- Customizable, 24/7 notifications to make quick, informed service decisions.
- Ability to track trucks and monitor fleet health to ensure trucks are running at peak performance.
- Provides capability to implement future programs.

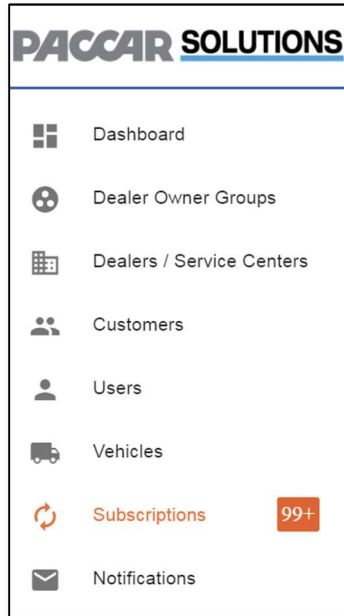
A two-year subscription is included with every new Peterbilt equipped with the SmartLINQ system.

Extended subscriptions are available in vehicles purchased with factory extended warranties, as follows:

SUBSCRIPTIONS	DURATION
PACCAR MX-13 and MX-11 Engines (Extended Warranty Plans MX Premium, PP1 and PP2)	SmartLINQ subscription active for the duration of the extended warranty coverage.
PACCAR PX-9 and PX-7 Engines (Extended Warranty Plans PP1 and PP2)	SmartLINQ subscription active for the duration of the extended warranty coverage ⁽¹⁾
Cummins X15 and ISX12 Engines (Extended Warranty Plans PP1 and PP2)	SmartLINQ subscription active for the duration of the extended warranty coverage ⁽¹⁾
Cummins Westport ISX12N and L9N Engines (Extended Warranty Plans PP1 and PP2)	SmartLINQ subscription active for the duration of the extended warranty coverage ⁽¹⁾
NOTES:	
<ol style="list-style-type: none"> 1. Protection plans purchased directly from CUMMINS distributors do not include SmartLINQ subscriptions. 2. For pre-2017 EPA engines and other extended warranty plans not referenced above, please contact Peterbilt SmartCARE support at (844) 591-7383 (PETE) or Peterbilt.Smart.CARE@PACCAR.com. 	

Renewal Instructions:

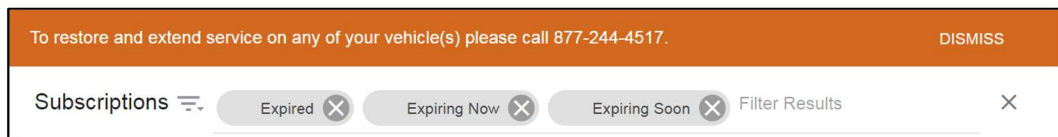
Customers whose subscriptions have expired or will expire soon can now renew their SmartLINQ Remote Diagnostics subscriptions through a two-step process: Customers will need to login to their online account via the PACCAR Solutions web portal AND call PACCAR Solutions at (877) 244-4517. Please refer to the following step-by-step instructions:



To renew a subscription(s), log in at www.PACCARSolutions.com and select the “Subscriptions” tab in the left column.

A list of trucks with SmartLINQ Remote Diagnostics subscriptions that have expired or will be expiring will be displayed. The list is sorted in order of earliest expiration date and may be filtered by the following subscription status:

- Expired: Subscription has ended and needs to be renewed to continue service
- Expiring Now: The subscription will expire in less than 30 days
- Expiring Soon: The subscription will expire in less than 60 days



Customers or dealers will need to call PACCAR Solutions at (877) 244-4517 to finalize payment for their subscription(s). The number can also be found on the “Subscriptions” page on the PACCAR Solutions website. PACCAR Solutions will then walk them through the payment process. The customer or dealer can select the vehicles they would like to renew in the “Subscriptions” tab before calling PACCAR Solutions, or they can be guided through the entire process.

A subscribing customer/dealer will receive a notification email at six weeks and two weeks prior to their vehicles expiring. Expiration dates can also be viewed on the “Subscriptions” tab in PACCAR Solutions.

Dealers and customers both have the ability to see the list of trucks with expiring SmartLINQ Remote Diagnostics subscriptions and renew those subscriptions through the website.

Pricing:

The price to renew a SmartLINQ Remote Diagnostics subscription is \$144 per year per truck.

Orders in the Backlog:

There is no option code impact with this update. Standard change order policy applies to dealer-initiated changes to orders in the backlog.

Questions? Contact:

For questions about renewing your SmartLINQ subscription, contact Peterbilt SmartCARE support at (844) 591-7383 (PETE) or Peterbilt.Smart.CARE@PACCAR.com.

