

December 28, 2009

Subject: Safety Recall 09KWB – Insufficient Steering Gear Mounting Bolt Torque
Vin No.

Dear Kenworth Customer,

This notice is sent to you in accordance with the requirements of the Canada Motor Vehicle Safety Act.

Kenworth Truck Company has decided that a defect which relates to motor vehicle safety exists in certain trucks manufactured at Kenworth's Chillicothe plant between July 1, 2009 and October 23, 2009. Your vehicle has been identified as having been manufactured within this time period and may contain a defect.

The fasteners attaching the steering gear to the front drive bracket may have received insufficient torque during the installation process resulting in less than required clamp load. The insufficient clamp load may allow the fastener(s) to become loose and fall away from the vehicle resulting in road debris. If multiple fasteners were to become loose, the vehicle steering may wander, **which could result in a crash**. This condition was determined by Kenworth to be a safety-related defect.

<i>The problem is...</i>	Insufficient steering gear mounting bolt torque
<i>What your dealer will do...</i>	Inspect and re-torque the steering gear mounting bolts
<i>What you must do ...</i>	Contact your dealer immediately to schedule an appointment

Kenworth has initiated a recall to inspect and re-torque the steering gear mounting bolts. Please contact your Kenworth dealer immediately to schedule an appointment for this repair. To find your nearest Kenworth dealer, please visit Dealer Locator at www.Kenworth.com. This repair should take no more than 1/2 hour, and will be performed at no charge to you. If you had this repair performed before you received this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall.

If you conclude that Kenworth Truck Company has not enabled you to remedy this defect in a reasonable time and without charge, you may submit a complaint to: Director, Vehicle Safety and Energy Operations, Road Safety and Motor Vehicle Regulation, Transport Canada, Ottawa, Ontario K1B 3V9.

Federal regulation requires that any vehicle lessor receiving this recall 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. The enclosed card may be used for this purpose.

We regret any inconvenience that this work may cause you and appreciate your cooperation in this matter.

Sincerely,

Mike Kalkoske
Quality Services Manager