

IMPORTANT SAFETY RECALL

February (TBD), 2014

(Campaign # - (Vin) Letter #)

(CUST_NAME)
(CUST_ADDR1)
(CUST_ADDR2)
(CUST_CITY, CUST_STATE, CUST_ZIP)

Subject: SAFETY RECALL# 14KWF NHTSA (14V-026)
T370 Eaton hybrid Automatic Transmission
EXPIRATION DATE: NONE VIN: (VIN_NO)

Dear Kenworth Customer,

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

Kenworth has decided that a defect which relates to motor vehicle safety exists in certain model year 2014 T370 vehicles built between August 5, 2013 and October 30, 2013 and equipped with Eaton hybrid automatic transmissions. Your vehicle has been identified as having been manufactured within this time period and may contain a defect.

The software controlling the affected transmissions may improperly raise the vehicle's engine speed during downshifts without the driver's input. The increase in engine speed may result in unintended acceleration, increasing the risk of a crash.

The problem is...	Unexpected vehicle acceleration
What your dealer will do...	Update transmission software
What you must do ...	Contact your dealer immediately to schedule an appointment

Kenworth has initiated a recall to install updated transmission control software. 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 approximately two hours, 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 require further information about this recall, reimbursement of a pre-notification remedy associated with this recall or experience any difficulty in making arrangements for this repair, please contact: Kenworth Truck Company, P.O. Box 1000, Kirkland, WA 98083-1000, Attn: Quality Services Department, phone 425-828-5000.

If you conclude that Kenworth Truck Company has not enabled you to remedy this defect in reasonable time and without charge, you may submit a complaint to: Administrator, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, DC 20590, or call the toll free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

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