



A **PACCAR** COMPANY

Kenworth Truck Company  
P.O. Box 1000  
Kirkland, Washington 98083-1000  
(425) 828-5000

June 26, 2015

## **IMPORTANT SAFETY RECALL**

Subject: Safety Recall 15KWF - Windshield Wiper Motor Corrosion  
NHTSA Recall number 15V-271  
*This notice applies to your vehicle; VIN: 2NKHHM7A5DM363208*

Oak Harbor Freight Lines, Inc  
1225 37th St NW  
Auburn, WA 98001-2417



Dear Kenworth Customer,

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

Kenworth Truck Company has decided that a defect which relates to motor vehicle safety exists in certain model year 2011-2016 Kenworth T270, T370, T440, T470, C500, C540, C550, T660, T800, W900, and 963 vehicles, manufactured November 1, 2010, to April 6, 2015. Vehicles built during this time period may allow water to leak into the wiper motor. Our records indicate that your vehicle, identified by the VIN at the top of this letter, was manufactured within this time period and may contain this defect.

As water leaks in, the wiper may cease to function on the 'intermittent' setting, reducing the driver's visibility and increasing the risk of a crash. Additionally, the water may cause corrosion which, over time, may result in an electrical short, increasing the risk of a fire.

<b><i>The problem is...</i></b>	<b>Water may leak into the wiper motor</b>
<b><i>What your dealer will do...</i></b>	<b>Kenworth is working with the component supplier to develop a permanent solution</b>
<b><i>What you must do ...</i></b>	<b>Contact your Kenworth Dealer to schedule an appointment for repair</b>

Kenworth has initiated a recall to remedy the defect. **Replacement parts are not yet available from the component supplier.** However, Kenworth is required to notify customers of the existence of the identified defect. Another letter will be mailed when the repair parts become available. If you had this defect repaired 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.

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

Sincerely,

Mike Kalkoske  
Quality Services Manager