



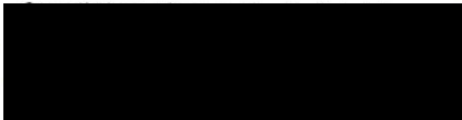
A **PACCAR** COMPANY

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

September 19, 2016

## IMPORTANT SAFETY RECALL

Subject: Safety Recall 16KWA – Complex Reflector Halogen Headlamps  
*This notice applies to your vehicle; VIN: [REDACTED]*



Dear Kenworth Customer,

You may have previously received a communication regarding this safety recall. While the defect is indeed present in your vehicle(s), the previous communication contains information about models, build dates and regulatory information that does not apply to your vehicle(s).

Kenworth Truck Company has decided that certain model year 2009 through 2017 C500, T800 and W900 vehicles manufactured from 06/24/2010 through 12/31/2015 contain a safety defect relating to headlamp functionality. When the headlamps are switched from low-beam to high-beam there is a chance, due to a circuit overload, that the high-beams may be delayed in activation, leaving the headlamps off. Low-beam functionality remains available to the operator but requires switching back to low-beams.

<b><i>The problem is...</i></b>	<b>Unexpected loss of forward lighting</b>
<b><i>What your dealer will do...</i></b>	<b>Modify the headlamp wiring harness to prevent the circuit overload</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 modify the headlamp wiring harness. This repair should take approximately **1.5 hour** and will be performed at no charge to you. 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](http://www.Kenworth.com).

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: Customer Service Department, phone 425-828-5000.

If you no longer own this vehicle, we would appreciate your advising us of the new owner, if you know their name.

We appreciate your cooperation in this matter.

Sincerely,

Jacob Montero  
Director of After Sales  
Kenworth Truck Company