



A **PACCAR** COMPANY

Date

Customer Name

Customer Address

Subject: TIB 26-14, Synthetic/Non-synthetic Transmission Fluid Field Campaign

Dear Kenworth Customer,

Kenworth has identified a chassis order processing error that may have resulted in an improper factory fill of your transmission with mineral oil based transmission fluid rather than the proper fill with synthetic transmission fluid. Kenworth would like the opportunity to correct this error by your allowing an authorized Kenworth dealer to drain, flush, then refill the transmission in your truck with proper synthetic fluid. To find your nearest Kenworth dealer, visit Dealer Locator at the internet website www.Kenworth.com.

The short duration of service to date with mineral based fluid will not damage the transmission and will not shorten expected transmission service life, but you will not enjoy the benefits of extended lube life with the mineral based fluid installed as original equipment. Mineral oil lube intervals are 60,000 mi (96,000 km) or 1 year for linehaul applications, and 500 hours or 1 year for vocational applications. Synthetic lube intervals are 500,000 miles (800,000 km) or 5 years for linehaul, and 2,000 hours or 5 years for vocational.

Please schedule a service appointment as soon as possible. When contacting your selected Kenworth dealer, refer to TIB 26-14 and the chassis listed on this letter when you call. A scheduled appointment should take less than two hours and there will be no charge to you for work completed by October 1, 2009. This program expires on October 1, 2009.

We apologize for the inconvenience but ask for your cooperation to ensure continued satisfaction with Kenworth products.

Thank you,

Mike Kalkoske
Director, Quality Services
Kenworth Truck Company.