



A **PACCAR** COMPANY

Date

Customer Name

Customer Address

Subject: TIB 22-12, FE 75W-90 Synthetic Axle Lube Campaign

Dear Kenworth Customer,

In September 2008, Kenworth published marketing literature that described a change in standard lubricant specifications. Since then, we have identified that a number of chassis were built after that publication, but with the previous standard axle lube rather than the new standard lube advertised.* The chassis with VIN listed on this letter is/are in that group. For this reason Kenworth would like the opportunity to offer you a no-charge axle lubrication change for the chassis listed.

If you would like to have your axle lube replaced with the new standard, contact any Kenworth dealer to schedule an appointment. Refer to the chassis VIN on this letter and TIB 22-12 when you call. To find your nearest Kenworth dealer, visit Dealer Locator at the internet website www.Kenworth.com. This offer is valid for repairs through August 31, 2009.

We apologize for any inconvenience but offer this program to ensure your continued satisfaction with Kenworth products.

Thank you,

Mike Kalkoske
Director, Quality Services
Kenworth Truck Company

** New standard lubrication considerations*

- New lubricants were designed to provide improved protection for extreme conditions
- There was no different pricing for trucks with new vs previous standard lubricants.
- New and previous lubricants are compatible and may be mixed.
- Neither new nor previous lubricants have adverse effects on seals.
- Previous standard lubricants can still be used; there is no need to discard inventory.