



A **PACCAR** COMPANY

Date

Customer Name

Customer Address

Subject: TIB 26-16, C500, K500 Automatic Transmission Support Spring Bracket Weld Campaign

Dear Kenworth Customer,

Kenworth has discovered that some parts in a batch of transmission support spring brackets were improperly assembled. Some parts were put together with tack welds holding pieces together, but the complete weld necessary for full bracket strength was not applied. The chassis listed on this letter was manufactured with a bracket from the suspect batch and Kenworth is requesting the opportunity to inspect and, if necessary, correct this problem.

A support spring bracket that is held together by tack welds has a potential to break, which would allow excessive transmission movement with resulting vibrations and wear on engine mounts or drivetrain components. It is important to have chassis with suspect parts inspected and we ask that you schedule an appointment with your nearest Kenworth dealer as soon as possible. To find your nearest Kenworth dealer, visit Dealer Locator at the internet website www.Kenworth.com.

When contacting your selected Kenworth dealer, refer to TIB 26-16 and the chassis listed on this letter when you call. A scheduled appointment should take approximately one hour and there will be no charge to you for repairs, if completed within the time and mileage limits of Basic Vehicle Warranty or by December 31, 2009, whichever is later.

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

Thank you,

Mike Kalkoske
Director, Quality Services
Kenworth Truck Company