



CSC-10032567-7616

A **PACCAR** COMPANY

Date

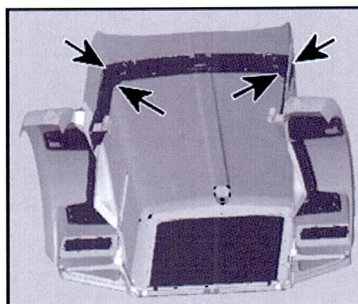
Customer Name

Customer Address

Subject: TIB 02-107, T800 Metton Hood Repair Campaign

Dear Kenworth Customer,

Kenworth has identified that hoods on some T800 chassis manufactured between 12/15/04 and 01/29/07 have experienced hood reinforcement channel cracking due to unique, harsh service conditions. This hood reinforcement channel cracking has sometimes exhibited hood exterior surface cracks as depicted in the following drawing (drawing shows underside hood reinforcement channel and points to radius area).



Kenworth has developed a specific repair for such failures, and if your chassis' hood exhibits this failure mode, Kenworth will extend warranty coverage to October 30, 2010.

This repair applies only to failures evidenced by hood surface cracking at the reinforcement channel radius; it does not apply to any other kind of hood damage.

If your chassis' hood exhibits the failure described, make an appointment for repair with any Kenworth dealer. To find your nearest Kenworth dealer, visit Dealer Locator at the internet website [www.Kenworth.com](http://www.Kenworth.com). When contacting your selected Kenworth dealer, refer to TIB 02-107 and the chassis listed on this letter. A scheduled appointment will take approximately eight hours and there will be no charge to you for work performed.

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