

CSC-10034708-7021



A **PACCAR** COMPANY

Date

Customer Name

Customer Address

Subject: TIB 99-018, Door Label (GVWR, GAWR) Replacement Campaign

Dear Kenworth Customer,

Kenworth has discovered that the Gross Axle and Gross Vehicle Weight Ratings (GAWR and GVWR respectively) listed on the door certification label, may have not been rounded appropriately due to a conversion factor issue at our Kenworth Mexicana (KenMex) plant. Chassis listed on this letter were manufactured with these door labels.

The issue occurred in converting kilograms to pounds. This resulted in GVWR and GAWR ratings not being rounded appropriately. Please note that the values currently listed on the door certification label for GAWRs and GVWR, do not exceed the maximum capacity of any components provided by Kenworth and do not significantly impact the weight carrying capacity of the vehicle. In order to avoid potential confusion of a weight value not typically identified on the door certification label (i.e. 19,482 lbs vs. 19,500 lbs), Kenworth would like to provide new door certification labels.

Please contact a Kenworth dealership to schedule an appointment and refer to TIB 99-018 and the VIN listed on this letter when you call. You can find the nearest Kenworth dealer at Dealer Locator on the website www.Kenworth.com.

Labels are chassis specific and they are created on demand, so when you contact your selected dealer, that dealer will need to order the appropriate labels and then contact you for an appointment after replacement labels are on hand. The repair appointment itself will take less than an hour and there will be no charge to you for repairs completed within Basic Vehicle Warranty (typically 1 year or 100,000 mi/160,000 km), or by October 31, 2011, whichever is greater.

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