



A **PACCAR** COMPANY

CSC-10040036-5860

Date

Customer Name

Customer Address

Subject: TIB 02-113, NFPA (Fire Truck) Seat Height Specification Campaign

Dear Kenworth Customer,

Kenworth has identified that sales codes for the chassis listed by VIN on this letter include a specification to comply with National Fire Protection Association (NFPA) standards, one of which requires 40" clearance from the high point of a seat cushion to cab ceiling. In fact, the chassis listed was built with a Kenworth Air-Cushion Plus seat that will allow for a higher seat position with clearance of 38.2" to 39".

Kenworth would like the opportunity to correct this difference so that the chassis configuration agrees with the chassis specification. Kenworth has created a seat modification kit that restricts seat suspension lift to within NFPA standards and this kit will be installed on your chassis, at no charge, by any authorized Kenworth dealer you select.

You can find the nearest Kenworth dealer at Dealer Locator on the website www.Kenworth.com. Please select and call a Kenworth dealer, with reference to TIB 02-113 and the VIN on this letter when you call. A scheduled appointment will take approximately one hour and there will be no charge to you for repairs completed within your Basic Vehicle Warranty (typically 1 year or 100,000 miles/ 160,000 km), or by December 31, 2011, which ever 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