



CSC-10040040-9175

A **PACCAR** COMPANY

Date

Customer Name

Customer Address

Subject: TIB 16-033, Shackle Link Replacement Campaign

Dear Kenworth Customer,

Kenworth has identified that a batch of material used to manufacture front spring shackle links had inclusions (foreign material) which may result in premature cracking and/or a possible broken shackle link in service. Suspect parts were installed on the chassis listed by VIN on this letter and Kenworth has initiated a campaign to replace these parts.

One or more broken shackle links on the same spring may result in the vehicle pulling to one side (tug on the steering wheel) or the front suspension settling to the side of the broken links.

Please contact a Kenworth dealership to schedule an appointment. You can find the nearest Kenworth dealer at Dealer Locator on the website www.Kenworth.com. When contacting your selected Kenworth dealer, refer to TIB 16-033 and the VIN listed on this letter. The repair will take approximately one hour and there will be no charge to you if completed within your Basic Vehicle Warranty (typically 1 year or 100,000 miles/160,000 km).

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