



CSC-10044145-2796

A **PACCAR** COMPANY

Date

Customer Name

Customer Address

Subject: TIB 15-021, Steering Draglink Torque Check Campaign

Dear Kenworth Customer,

Kenworth has identified that chassis built between June 1, 2011 and January 27, 2012 at our Renton, Washington plant, may have a steering gear draglink or draglinks that were undertorqued. The chassis listed by VIN on this letter are included in the potentially affected population and Kenworth would like the opportunity to ensure that proper torque is applied. Left uncorrected, a loose steering draglink could result in a less responsive steering and possible premature wear of steering components.

It is important that you contact a Kenworth dealership to make an appointment for repairs as soon as possible. You can find the nearest Kenworth dealer at Dealer Locator on the website www.Kenworth.com.

When contacting your selected Kenworth dealer, refer to campaign TIB 15-021 and the VIN listed on this letter. The repair will take less than an 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) or by May 1, 2013, 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