



CSC-10047201-8859

A **PACCAR** COMPANY

Date:

Customer Name

Customer Address

Subject: TIB 16-037, Neway Suspension Torque Campaign

Dear Kenworth Customer,

Kenworth has identified that certain chassis may have been manufactured with improper fastener torque at the rear suspension control arm pivot joint bolt. The chassis listed by VIN on this letter are in the suspect population and Kenworth would like the opportunity to inspect and take corrective action as appropriate. Left uncorrected, loose fasteners could result in alignment issues and/or potential accelerated wear of suspension components.

Please contact a Kenworth dealership to schedule an appointment for this work. 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 16-037 and the VIN listed on this letter. The repair will take approximately half 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 October 1, 2013, whichever is longer.

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