



Kenworth Truck Company
Customer Service Department
PO Box 1000
Kirkland, Washington 98083-1000
(425) 828-5000

Date TBD

[First VIN]
Customer Name
Address
City, State Zip

Subject: ESB E162: PACCAR MX-11 EPA13 EGR Venturi Support Bracket Bolts

Dear Kenworth Customer,

Your vehicle (listed within this letter) is eligible for a campaign to replace the Exhaust Gas Recirculation (EGR) venturi support bracket bolts which are too long. The longer bolts may cause the venturi support bracket to vibrate during engine operation.

Please contact a Kenworth dealership to schedule an appointment for this work. If you've already had this work performed, please disregard this letter. 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 ESB **E162** and the VIN listed on this letter. The upgrade will take approximately **1.0 hour** and there will be no charge to you if completed within Standard Warranty (excludes Extended Warranty) or for upgrades completed by **10/1/2017**, whichever is greater. We apologize for this inconvenience but ask for your cooperation to ensure continued satisfaction with Kenworth products.

Thank you,

Jacob Montero
Director of After Sales
Kenworth Truck Company

VIN: [VIN List]