Dear Kenworth Customer,

Your vehicle (listed within this letter) is eligible for a campaign to replace the GHG door label on your vehicle. The GHG door label on your vehicle contains emissions control identifiers that are incorrect.

**The problem is…**
The installed label contains emissions control identifiers that are out of date.

**What your dealer will do…**
Dealers will remove the label and replace it with an updated label.

**What you must do …**
Contact your Kenworth Dealer to schedule an appointment for repair.

Kenworth has initiated a campaign to remedy the issue. Please contact your Kenworth dealer. To find your Kenworth dealer, please visit Dealer Locator at www.Kenworth.com. This repair may take up to 1.0 hour of labor depending on vehicle configuration and dealer scheduling. This repair will be performed at no charge to you.

If you require further information about this campaign or experience any difficulty in making arrangements for this repair, please contact Kenworth Customer Service, provide your name, your dealer’s city and state, your phone number, your email address (optional), the last 8 digits of your VIN, the bulletin number, and your question, using one of the following:

- Email: Kenworth.Campaigns@paccar.com with the bulletin number in the subject line
- Mail: Kenworth Truck Company, P.O. Box 1000, Kirkland, WA 98083-1000, Attn: Customer Service Department
- Phone: 425-828-5888

Federal regulation requires that any vehicle lessor receiving this campaign notice must forward a copy of this notice to the lessee within ten days. If you no longer own this vehicle, we would appreciate your advising us of the new owner if you know their name.

We regret any inconvenience that this work may cause you and appreciate your cooperation in this matter.

Thank you,

Shondip Chakravarty
Director of Customer Service
Kenworth Truck Company

VIN: [VIN List]
Technical Information Bulletin

43-060

Subject

Green House Gas (GHG) Door Label Goodyear Tire Classification Issue

Release Date

5/3/2019

Condition

Kenworth has determined that certain chassis equipped with certain Goodyear tires received a Greenhouse Gas label that does not reference the correct tire emissions identifier related to new rolling resistance data.

Chassis Affected

52 chassis (All U.S. and No Canada), T370, T440/T470, T800, and T880 Model Year 2019 and 2020 vehicles built from 10/29/2018 through 03/04/2019 equipped with certain Goodyear tires. See the attached chassis list for specific chassis.

Action

Campaign
Service all chassis affected that enter your dealership, even if the customer has no issue with the chassis.

1. Review the attached chassis list for your dealer code and schedule your customer(s) for service if their chassis is on the list.
2. Confirm with the customer that your dealership will be the repairing location before ordering parts.
3. If you are not using Service Management to start repair orders, review DWWC or SIR for “Complete” next to the “43060” campaign code prior to performing this repair.
4. Follow the procedures below to order the label.
5. Ensure all required parts have arrived prior to scheduling the chassis for the repair.
6. Follow the procedures below to replace the Greenhouse Gas label.

Warranty

There is no time or mileage limit for this emissions campaign. Kenworth will pay for parts at dealer net plus applicable mark-up and labor:

- 0.3 hours labor to remove the current label and replace it with a new GHG label. File a long form claim.
- The claim must include a clear and in-focus photo of the installed new label.
- File an additional claim for extraordinary circumstances, referencing 43060 in the Campaign Field. A long form claim for labor must be filed first.

Take-Off Parts Disposition: N/A

<table>
<thead>
<tr>
<th>CLAIM CODING</th>
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</thead>
<tbody>
<tr>
<td><strong>Failure Location:</strong> 002-017-021</td>
</tr>
<tr>
<td><strong>Failure Type:</strong> 340</td>
</tr>
<tr>
<td><strong>SRT Code:</strong> 053-A97</td>
</tr>
<tr>
<td><strong>Campaign Field:</strong> 43060</td>
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</tbody>
</table>

Procedure

Follow the procedure below to replace the GHG Label:

1. Locate the GHG Label on the Driver Side door.
2. Peel off the old label.
3. Clean the surface of residue.
4. Install the new label in the same location. Ensure the label is free of wrinkles or air bubbles.
5. Include with your claim a clear and in-focus photo of the installed new label.

Attachments

- Dealer\Chassis List
- Customer Letter

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