

Date

Customer Name
Customer Address

Subject: TIB 16-35, Front Axle Installation

Dear Kenworth Customer,

Kenworth has determined that the front axle installation on your vehicle did not meet our quality standards.

The chassis numbers listed by VIN on this letter require repair by an authorized dealer. We would like the opportunity to perform this repair. 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 campaign TIB 16-35 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