



**CSC-10044091-2759**

A **PACCAR** COMPANY

Date

Customer Name

Customer Address

Subject: TIB 16-036, T270 & T370 ADB/RSD Stopper Campaign

Dear Kenworth Customer,

Kenworth has initiated a campaign to inspect and, if necessary, replace incorrect front spring deflection stoppers on certain T270 and T370 model vehicles manufactured July 15, 2011 to February 16, 2012, including the vehicle(s) listed by VIN on this letter.

Recent U.S. Federal Motor Vehicle Safety Standard (FMVSS) regulation changes require Reduced Stopping Distance (RSD) technology, which has resulted in increased torque load between the axle-brake assembly and the front spring. To accommodate regulations but maintain smooth ride characteristics and eliminate the potential for reverse spring arch, Kenworth has incorporated a cushioned stopper between frame and spring.

Different chassis configurations require different stopper sizes and on the chassis involved in this campaign, some stoppers were too long, which may overly restrict spring movement and result in a rough ride.

Kenworth would like the opportunity to correct any chassis that were manufactured with improper stoppers. 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](http://www.Kenworth.com).

When contacting your selected Kenworth dealer, refer to campaign TIB 16-036 and the VIN listed on this letter. The repair will take less than two hours 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 April 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