



A **PACCAR** COMPANY

Date

Customer Name

Address

City, State Zip

Subject: [Title of TIB]

Dear Kenworth Customer,

Kenworth has determined that the brake hydraulic reservoir 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 13-36 and the VIN listed on this letter. The repair will take approximately twenty minutes 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,

A handwritten signature in black ink that reads 'Mike Kalkoske'. The signature is written in a cursive, flowing style.

Mike Kalkoske
Director, Quality Services
Kenworth Truck Company