



July 29, 2003

Dear Kenworth Owner,

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Kenworth Truck Company has decided that a defect which relates to motor vehicle safety exists in certain Kenworth trucks with frame access grab handles that have vertical tailpipes manufactured November 22, 2002 through April 30, 2003. Your vehicle has been identified as having been manufactured with this defect.

Kenworth Engineering became aware that the grab handle on certain engine/muffler/tailpipe combinations was being mounted too high to be effective. After further investigation, Engineering determined the location failed to meet the recommended guidelines for safe ingress/egress. The location may limit the ability to maintain 3-points of contact at all times per industry standards. This defect may cause a person to slip and fall when trying to hold the grab handle.

Kenworth has initiated a recall to correct this condition by inspecting and relocating the grab handle, if necessary. As of the date of this letter, Kenworth urges you to immediately contact your nearest authorized Kenworth dealer to have this work completed. This work may take up to 3 hours and will be performed at no charge to you.

If you believe you had this repair made prior to receiving this notification, please contact your nearest dealership for possible reimbursement.

If you require further information about this recall or experience any difficulty in making arrangements for the inspection or correction, please contact: Kenworth Truck Company, P.O. Box 1000, Kirkland, WA 98083-1000, Attn: Customer Service Department, phone 425-828-5000.

If you conclude that Kenworth Truck Company has not enabled you to remedy this defect in reasonable time and without charge, you may submit a complaint to: Administrator for Safety Assurance, National Highway Traffic Safety Administration, 400 Seventh Street, S.W., Washington, DC 20590, or call the toll free Auto Safety Hotline at 1-888-327-4296.

Federal regulation requires that any vehicle lessor receiving this recall 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. The enclosed card may be used for this purpose.

We regret any inconvenience that this work may cause.

Sincerely,

Mike Kalkoske

Director of Customer Service