



A **PACAR** COMPANY

Kenworth Truck Company  
P.O. Box 1000  
Kirkland, Washington 98083-1000  
(425) 828-5000

June 27, 2013

Aspen Aerials, Inc.  
4303 W 1st St  
Duluth, MN 55807-2759

Vin No. 1NKDX4TX3EJ386006

Subject: NHTSA RECALL NO. 13V-244  
KENWORTH SAFETY RECALL 13KWH  
Allison Start-in-Gear Protection

Dear Kenworth Customer,

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 model T470 and T800 vehicles manufactured with Allison transmissions between January 1, 2013 and January 22, 2013. Your vehicle has been identified as having been manufactured within this time period and may contain a defect.

On certain Kenworth trucks built with Allison transmissions during the time period indicated above, a programming parameter within the Cab Electrical Control Unit was mistakenly switched, causing the start-in-gear protection feature to be disabled. When this feature is disabled, the truck may be started in gear, causing inadvertent truck movement which may result in personal injury or a crash.

<b><i>The problem is...</i></b>	Truck may be started in gear, which may cause inadvertent truck movement
<b><i>What your dealer will do...</i></b>	Change a programming parameter to restore the start-in-gear protection feature
<b><i>What you must do ...</i></b>	Contact your dealer immediately to schedule an appointment

Kenworth has initiated a recall to reprogram your truck's software. Please contact your Kenworth dealer immediately to schedule an appointment for this repair. To find your nearest Kenworth dealer, please visit Dealer Locator at [www.Kenworth.com](http://www.Kenworth.com). This repair should take less than one-half hour, and will be performed at no charge to you. If you had this repair performed before you received this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall.

If you require further information about this recall, reimbursement of a pre-notification remedy associated with this recall or experience any difficulty in making arrangements for this repair, please contact: Kenworth Truck Company, P.O. Box 1000, Kirkland, WA 98083-1000, Attn: Quality Services 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, National Highway Traffic Safety Administration, 1200 New Jersey Avenue, S.E., Washington, DC 20590, or call the toll free Vehicle Safety Hotline at 1-888-327-4236 (TTY: 1-800-424-9153); or go to <http://www.safercar.gov>.

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 you and appreciate your cooperation in this matter.

Sincerely,

Mike Kalkoske  
Quality Services Manager