



CSC-10041352-4963

A **PACCAR** COMPANY

Date

Customer Name

Customer Address

Subject: E039, PACCAR MX Engine Software Update, August 2011

Dear Kenworth Customer,

This is to inform you that a new engine software update is available for the PACCAR MX Engine in your Kenworth vehicle identified by the Vehicle Identification Number (VIN) listed on this letter.

Since the introduction of the PACCAR MX Engine, Kenworth has made several improvements to the engine and emissions systems. This new software introduces features not available with the previous version and improves overall engine performance.

Please contact your Kenworth Dealer and make an appointment to have the new engine software installed in the engine. Refer to campaign E039 and the VIN listed on this letter when you call. The time required to perform this update is between 1.5 and 2 hours and will be performed at no charge to you.

It is our objective that the PACCAR MX Engine provides reliable service to you and these updates are being made with this in mind.

We apologize for any inconvenience this update may cause, but ask for your participation to ensure continued satisfaction with the performance of your Kenworth Truck and PACCAR MX Engine.

Thank you,

Mike Kalkoske
Director, Quality Services
Kenworth Truck Company