



CSC-10048500-7859

A **PACCAR** COMPANY

Date

Customer Name

Customer Address

Subject: TIB 26-023, PACCAR MX Engine – Eaton Ultrashift DM3 Software Campaign

Dear Kenworth Customer,

Kenworth has identified that certain vehicles equipped with a PACCAR MX Engine and an Eaton UltraShift DM3 transmission were not manufactured with the proper transmission software. These vehicles do not have the full feature interface between engine and transmission. As a result, transmission upshifts do not automatically engage when the engine high idle speed is exceeded and the engine may overspeed if the driver does not use the engine or service brakes to control the engine speed.

The vehicles identified by VIN on this letter are included in the suspect population and Kenworth would like the opportunity to make repairs at your earliest convenience. To arrange for this work, please contact a Kenworth dealership to schedule an appointment. 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 26-023 and the VIN listed on this letter. The repair will take less than an hour* and there will be no charge to you for this work.

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

* Additional product improvements have been implemented since introduction of the PACCAR MX engine and your vehicle may be eligible for other no-charge updates. Your selected Kenworth dealer will advise you if this is the case.