



**CSC-10051834-9700**

A **PACCAR** COMPANY

Date

Customer Name

Customer Address

Subject: E065 PACCAR MX Engine Software Update

Dear Kenworth Customer,

This letter is written as a request to allow Kenworth to perform product updates on your PACCAR MX engine. As the owner of a Kenworth vehicle equipped with PACCAR MX engine, you may have received a similar request(s) previously, but this is a new request and not a repeat for work you may already have had performed.

Since the introduction of the PACCAR MX Engine, PACCAR has continued to monitor field performance to ensure customer satisfaction. As a result of our monitoring, we have developed performance enhancements which have been included in current product and which can be incorporated into engines already in service by means of engine control unit software updates.

Most notably, some customers have reported slow engine response before engine temperatures reach optimal operating level and others reported repeated check engine light events related to stationary regeneration. Most recent software updates address these conditions, and may include other engine performance enhancements that have been implemented since the purchase or service update of your vehicle.

Kenworth seeks to ensure that customers who currently own PACCAR MX engines have the same opportunity as new purchasers to obtain the performance benefits provided by engine software updates as they become available. Toward that end, Kenworth requests that you promptly contact a Kenworth dealership to schedule an appointment to update your engine control unit software. You can find the nearest Kenworth dealer at Dealer Locator on the website [www.Kenworth.com](http://www.Kenworth.com)

When contacting your selected Kenworth dealer, refer to campaign E065 and the VIN listed on this letter. The repair will take approximately one hour\* and there will be no charge to you for this work.

We apologize for the 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.