



A **PACCAR** COMPANY

Kenworth Truck Company
PO Box 1000
Kirkland, Washington 98083-1000
(425) 828-5000

April 24, 2015

[First VIN]
Customer Name
Address
City, State Zip

Subject: Product Improvements Available for your Kenworth

Dear Kenworth Customer,

Kenworth has determined that your vehicle (listed above) is eligible for the following no charge update:

- E117 - Front Engine Accessory Drive (FEAD) Update - designed to improve the life of the air conditioning compressor clutch bearing.

To assure product performance and ensure your satisfaction, Kenworth is extending the warranty coverage of your air conditioning compressor for the PACCAR MX-13 EPA2013 vehicle(s) built before 1/5/15 to 3 years from vehicle date in service or 300,000 miles/480,000 km, whichever occurs first. This applies to the compressor currently installed in your vehicle(s) as of the date of this letter. Compressors installed after the date of this letter would fulfill the extended warranty and have a standard parts warranty starting on the replacement date. Your extended warranty will be on record with all Kenworth dealerships.

Depending on the age and configuration of this vehicle, two other updates may also apply:

- 01-063 – T680/T880 Sleeper-heater O-rings Leaking - will replace O-rings with improved O-rings.
- E114 – PACCAR MX-13 Model Year 2014 Unit Pump Update – may replace one or both injector pumps with more durable pumps.

In an effort to minimize your vehicle's downtime, we are coordinating the Kenworth dealer network to complete these updates in one service event. It could take a day to complete all of these campaigns or a few hours if your vehicle is eligible for only one. Your Kenworth dealer can provide details and timing.

Please contact an authorized Kenworth dealership to schedule an appointment for when this work can be completed. If you've already had this work performed, please disregard this letter. You can find the nearest Kenworth dealer at Dealer Locator on the website www.Kenworth.com. When contacting your selected Kenworth dealer, refer to the campaign number(s) listed above. Parts involved with each campaign must first be ordered by the dealer, so please coordinate a time that works for you and the dealer.

The E117 & 01-063 campaigns expire on 05/01/2016. The E114 emissions campaign does not expire.

We apologize for this inconvenience, but ask for your cooperation to ensure continued satisfaction with Kenworth products.

Thank you,

A handwritten signature in black ink, appearing to read 'Mike Kalkoske'.

Mike Kalkoske
Director, Quality Services
Kenworth Truck Company