



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

Date TBD

[First VIN]
Customer Name
Address
City, State Zip

Subject: TIB 51-011: Nav+ HD Software Update

Dear Kenworth Customer,

Your truck has been identified as being equipped with Kenworth's Nav+ HD Infotainment System. All vehicles equipped with Nav+ HD require a software update in order to enable Over-the-Air (OTA) updates, including map updates, and to continue receiving notifications. This update MUST be completed to allow any future OTA updates.

See the instructions on the next page to perform this software update yourself. You may also contact a Kenworth dealership to schedule an appointment for this work. You can find your nearest Kenworth dealer at Dealer Locator on the website www.Kenworth.com.

When contacting your selected Kenworth dealer, refer to TIB 51-011 and the VIN listed on this letter. The work will take approximately 1.0 hour, depending on vehicle configuration and dealer scheduling. There will be no charge to you if completed within Standard Warranty (excludes Extended Warranty) or for upgrades completed by 11/01/2018, whichever is greater. We apologize for this inconvenience but ask for your cooperation to ensure your continued satisfaction with Kenworth products.

If you require further information about this issue or experience any difficulty in making arrangements for this repair, please contact:

Email: Kenworth.Customer.Service@paccar.com with the bulletin number in the subject line.

OR

Mail: Kenworth Truck Company, P.O. Box 1000, Kirkland, WA 98083-1000, Attn: Customer Service Department

OR

Phone: 425-828-5000.

Future OTA update instructions will be available at
<http://www.kenworth.com/about-us/resources/technologies/>

A wireless connection is required to receive notification of OTA updates. A dealer can assist you with installing OTA updates, but labor is not covered by warranty.

If you no longer own this vehicle, we would appreciate your advising us of the new owner if you know their name.

Thank you,

Shondip Chakravarty
Director of Customer Service
Kenworth Truck Company

VIN: [VIN List]



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USB Thumb Drive Requirements

- Minimum capacity of 1 GB
- Status indicator light

Update Procedure

This update **MUST** be completed to allow any future OTA updates. If you have trouble, please contact Pana-Pacific at **1-866-253-7027**.

- Go to the Pana-Pacific Support Website
<http://www.panapacific.com/support/download/kenworth/software-updates> and follow the instructions there to identify your Nav+ HD Display model, download the appropriate update file, and install the update.
- This update is cumulative. It contains all of the previous software updates. If your Nav+ HD unit requires more than one software update, then the updates will be installed one at a time.



CAUTION

You must correctly identify the version of software on your Nav+ HD unit (DEA600 or DEA601) and then download and install the correct software update from Pana-Pacific. Instructions on the Pana-Pacific website will aid you in determining which is the correct software version for your chassis. Installing the incorrect software version on your Nav+ HD unit will disable the unit. To reset the unit, it will have to be removed from the vehicle and sent to Pana-Pacific and is not covered by warranty.



Technical Information Bulletin

51-011



Section

Accessories - 51

Subject

Nav+ HD Change in Over-The-Air Supplier

Release Date

10/25/2017

Condition

A Nav+ HD software update is available for trucks entering your dealership.

The main feature enhancement is the change to Movimiento as the new OTA supplier.

Other feature updates:

- Offers the ability to update directly to the latest software level.
-

Chassis Affected

All Kenworth vehicles built from 04/14/2015 through 05/12/2017 equipped with Nav+ HD.

Action

FIX-AS-REQUESTED

If a customer comes into your dealership requesting assistance with updating the Nav+ HD software, dealers should download software using the procedures below.

Warranty

If a customer requested dealer to perform the software update on their behalf, through Standard Warranty (includes Extended Warranty) or for updates completed by 11/01/2018, whichever is greater, Kenworth will pay for labor to update the software:

- 0.3 hours labor to install Software Update. (Use Quick Claim Code 51-011).
- File a long claim for extraordinary circumstances (which must be explained).
- DO NOT update maps or install OTA updates. Map and OTA updates are not covered under warranty.
- There is no warranty reimbursement for customers who choose to perform the software update without dealer assistance.

CLAIM CODING			
Failure Location:	051-999-998	Work Accomplished:	58
Failure Type:	700	Responsibility Code:	01/06
SRT Code:	051-999	Claim Type:	C/E

Procedure

This update must be installed to enable future OTA updates.

USB Thumb Drive Requirements

- Two USB thumb drives, one for each software version
- Minimum capacity of 1 GB
- Status indicator light
- Labels for the thumb drives (a key tag for example)



CAUTION

Do not load both software updates on the same thumb drive. The head unit is unable to distinguish between the versions and can install the wrong software. Installing the wrong software will disable (brick) the unit. You will need to contact Pana-Pacific for recovery instructions and file to recover from this condition.

Load the software updates to a USB thumb drive

We advise to keep the thumb drives with the software updates somewhere where they can be found for future use so that the software does not need to be downloaded each time this update is performed.

1. Go to <http://www.panapacific.com/support/download/kenworth/software-updates> and follow the instructions there to download the two update files.
2. Load the update zip files to SEPARATE USB thumb drives.



CAUTION

Do not load both software updates on the same thumb drive. The head unit is unable to distinguish between the versions and can install the wrong software. Installing the wrong software will disable (brick) the unit. You will need to contact Pana-Pacific for recovery instructions and file to recover from this condition.

3. Clearly, label the thumb drives to show which software update they contain.
 - DEA600 Software
 - DEA601 Software

Software Update Procedure

Follow the instructions in the "Software Update to enable Over-The-Air Updates section of the attached Software Update Procedures manual.

Attachments

 [Chassis List](#)

 [Customer Letter](#)

 [Nav+HD Software Update Procedures](#) manual

Authored by: OF

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