



JOHN DEERE

Worldwide Construction & Forestry Division
1515 - 5th Avenue, Moline, IL 61265 USA

179904
LAKE COUNTY PUBLIC WORKS
437 W ARDICE AVE
EUSTIS, FL 327266573
US

RECEIVED

AUG 26 2013

LAKE COUNTY
ROAD OPERATIONS

Re: 1DW644KZCCE647249

12TX350A

SUBJECT: PRODUCT IMPROVEMENT PROGRAM – 444K, 524K, 544K, 624K, 644K, 724K, 744K, 824K, 844K ECU & VCU Software Update

Dear John Deere Customer:

We recently discovered some of the subject machines require software updates to enhance machine performance. Without an update to the Engine Control Unit (ECU), your machine's exhaust regeneration system will not function properly during cold weather, leading to reduced machine performance. A Vehicle Control Unit (VCU) software update is required to enable your machine's VIN security.

To correct this situation your John Deere dealer will update the ECU and VCU software on your machine.

As a part of our customer commitment, it is important to both communicate this information to you and offer to update your machine at no cost for parts or labor. Please call your authorized John Deere dealer at your earliest convenience to schedule this improvement.

Please understand this is a special update that we are conducting for a limited time period. It is our recommendation that you accept this update to avoid potential downtime and the additional cost of associated parts. However, if you choose not to accept the update, we want to clarify that our financial participation for this specific issue will be limited to the basic warranty coverage period or the expiration of this special update program, whichever is longer.

Please contact your John Deere dealership directly for more details and to schedule your machine for update. If you have any questions concerning this program and want to speak with John Deere directly, contact our program support group at 563-589-6532. If you no longer own the machine, contact your local John Deere dealership or John Deere directly at the number above with any information you have to enable us to contact the current owner regarding this important information.

From all of us at John Deere, thank you for your business and we sincerely apologize for any inconvenience this update may cause in your business.

Mark W. Germain
Director, Customer & Product Support
Worldwide Construction & Forestry Division