

**SB-10044285-9555**A **PACCAR** COMPANY

Technical Information Bulletin

E056



Section

ECM/PMCI

Subject

PACCAR MX RC2-RC11 Software Update Campaign

Release Date

5/17/2012

Condition

Kenworth has determined that the chassis listed will benefit from engine software updates. These updates require installation of HC doser shields and/or EGR cleaning on some of the chassis listed. See the Background section of this bulletin for a description of specific product improvement elements and the Procedure section for details of repair requirements.

Chassis Affected

Select T660s, T700s, T800s, and W900s built between 06/01/10 – 04/20/12, powered by PACCAR MX Engines. See the attached dealer-customer-chassis list and customer letter.

Action

Service all chassis affected that enter your dealership, even if the customer has no issue with the chassis.

Use the procedure below. Review DWC or SIR online systems to verify that campaign “E056” is still open or already completed prior to performing this repair.

NOTES:

- Software update bulletin E056 supersedes previous software update bulletin E050.
- A number of MX update bulletins have been published and a chassis subject to this service bulletin may be subject to others. Review campaign codes in DWC or SIR to ensure all applicable campaign repairs are completed while the chassis is at your dealership for service.

Warranty

There is no time or mileage limit for this campaign, though the repair instructions may be superseded by future engine software enhancement bulletins. Kenworth will pay parts at dealer net plus applicable mark-up and labor appropriate to the repair required. See the Procedure section for detail repair descriptions.

- Quick Claim E056a; where idle time has been less than 30% and a doser shield has already been installed on the chassis, includes 1.0 hour labor
- Quick Claim E056b; where idle time has been less than 30% and a doser shield is installed as part of this repair, includes 1.3 hours labor
- Quick Claim E056c; where idle time has been 30% or more and a doser shield has already been installed on the chassis, includes 2.3 hours labor
- Quick Claim E056d; where idle time has been 30% or more and a doser shield is installed as part of this repair, includes 2.6 hours labor

Kenworth dealers may perform E056 repairs on Peterbilt chassis, but Quick Claims do not apply. For Peterbilt chassis repairs, use the long claim input form in DWWC by selecting **Draft/Offline Claims**, the **General** tab, and in the **Type of Claim** drop down box, select **PACCAR Engine Claim**. Use the claim codes listed, following.

WARRANTY CODES

Failure Location: 045-021-997 Work Accomplished: 58 Claim Type: F

Failure Type: 700 Responsibility Code: 01

SRT: *(as appropriate, not all SRTs apply to all chassis or Quick Claims)*

045-XXX	0.3 hr	Check engine idle time
* 045-880	0.7 hr	Connect DAVIE, download PRS and reprogram ECM
* 043-544	2.0 hr	Clean EGR
043-826	0.3 hr	Install HC Doser shield

** Note: For repairs E056c and E056d, labor times overlap. In these repairs the PRS download-ECM reprogram operation, SRT 045-880, should be undertaken while the EGR cleaning operation, SRT 043-544, is in process. In these repairs SRT 045-880 represents a labor operation that is included in SRT 043-544 time, not in addition to SRT 043-544 time*

Parts

Parts are available from PACCAR Parts. See the Chassis List to identify if a part (doser shield) is required for the chassis being repaired. For repairs requiring EGR cleaning, claims will compensate for up to 2 gallons of flushing solution (sold by PPD in 4 gallon packs).

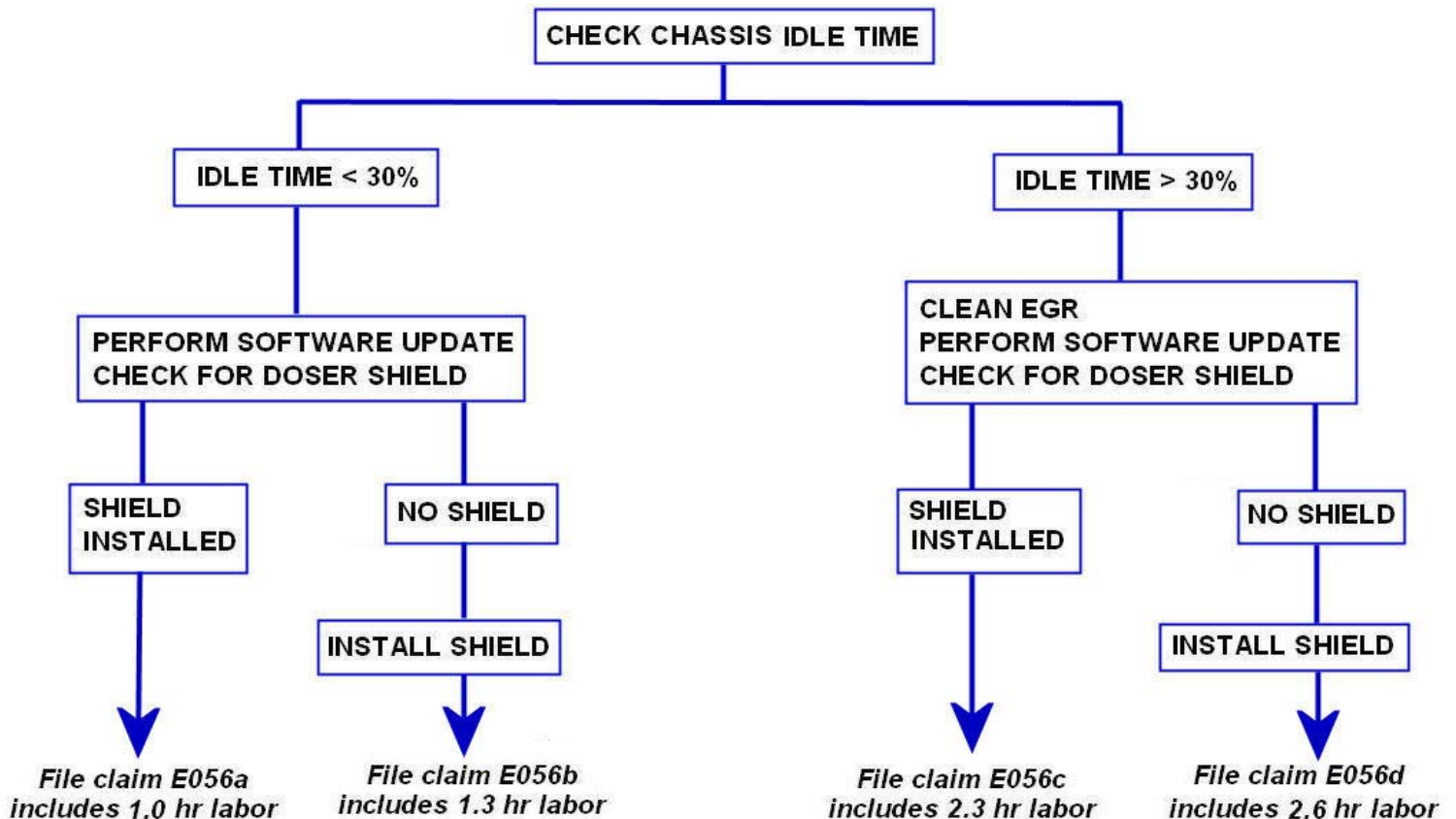
Quantity	Part Number	Description
1	1894206K1T	Doser Shield – Straight Pipe, shield and clamp
– or –		
1	1894205K1T	Doser Shield – Down, “Cobra” Pipe, shield and clamp
– as req’d –		
2 gal	1109071266	EGR Flushing Solution (part number represents 4 gallons in PPD pricing file)

Background

E056 is the latest in a series of engine software update campaigns (see previous bulletin E050). In addition to the enhancements described in those previous campaigns, following is a description of enhancements new to E056:

- turbocharger pressure control program changed to prevent oil migration into air intake system
- engine torque reporting was refined for greater accuracy
- frequent fault code P3782 “Diesel Particulate Filter – Too Frequent Regen” was addressed by a reduction in soot production during engine operation
- false code P3782 occurrence was addressed by an increase in time allowed for minor temperature drop during regeneration
- false code P3793, Diesel Particulate Filter Severely Damaged, was addressed by allowing greater and longer temperature difference between the DPF inlet and outlet
- false code P3931, Pump Module Pressure Line Restricted, was addressed with a change in allowable DEF injector priming retries to accommodate cold weather
- troubleshooting message Engine Fuel Hist. Trip RPM Ranges Changed, was modified for engine speed recorder bins 0-650 rpm, 650-1000 rpm and >1000 rpm
- troubleshooting Turbo Actuator Test was modified for more accurate test results
- for troubleshooting fault code P3977, SCR Catalyst – Efficiency Degradation, the freeze frame information stored when the code is triggered has been modified
- the operator’s message Faststop Recorder Default Settings Change was modified to trigger recorder change at 1.0 m/s² and a default value changed to 4.0 m/s²

Procedure



General Instructions:

1. All chassis listed require a check of the chassis idle time history. Follow instructions of the attached Idle Time Check Procedure.
 - a. For chassis with 30% idle time or greater, skip to step 4.
 - b. For chassis with less than 30% idle time, continue to step 2.
 2. For chassis with less than 30% idle time, next perform the software update as described in the attached Software Update Procedure instruction.
 3. Inspect the chassis for the presence of a doser shield. **All MX engines with updated software require a doser shield to be installed.**
 - a. For chassis already equipped with a doser shield, repairs are complete. File Quick Claim E056a.
 - b. For chassis that do not have a doser shield, follow instructions of the Doser Shield Procedure. After installation, repairs are complete. File Quick Claim E056b.
 4. For chassis that have 30% or greater idle time, commence the process of EGR cleaning. See the attached EGR Cleaning Procedure. At the point where preparation is complete and the cleaning solution is being circulated by the cleaning kit pump (step 11 of the EGR Cleaning Procedure), conduct the engine software update. Follow instructions of the attached Software Update Procedure.
 5. After EGR cooler cleaning and software updates, inspect the chassis for the presence of a doser shield. **All MX engines with updated software require a doser shield to be installed.**
 - a. For chassis already equipped with a doser shield, repairs are complete. File Quick Claim E056c.
 - b. For chassis that do not have a doser shield, follow instructions of the Doser Shield Procedure. After installation, repairs are complete. File Quick Claim E056d.
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Attachments [E056 Idle Time Procedure.pdf](#) [E056 EGR Cooler Cleaning Procedure.pdf](#) [E056 Software Procedure.pdf](#) [E056 Doser Shield Procedure.pdf](#) [E056 Chassis-Dealer-Customer List.xls](#) [E056 Customer Letter.pdf](#)

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