

SB-10051834-5461



Technical Information Bulletin

E065



Section

ECM/PMCI

Subject

PACCAR MX RC5-RC14 Software Update Campaign

Release Date

2/4/2013

Condition

Kenworth has determined that the chassis listed will benefit from engine software updates. See the Background section of this bulletin for a description of specific product improvement elements.

Chassis Affected

15,277 T660s, T680s, T700s, T800s, T880s and W900s built between 06/02/10 – 02/04/13, powered by PACCAR MX Engines. See the attached dealer-customer-chassis list and customer letter.

NOTE: Campaign E056 also includes software RC5-RC14 updates, but for a different set of chassis. E056 chassis may require EGR cleaning, installing doser shields, and other repairs that do not apply to E065 listed chassis. E065 listed chassis require only the software updates described in the E065 Procedure.

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 “E065” is still open or already completed prior to performing this repair.

NOTE: A number of MX campaign bulletins have been published and a chassis subject to campaign E065 may be subject to others. Review campaign codes in DWC, SIR, and/or PACCAR MX campaign summary bulletin E000 to ensure all applicable 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There is no time or mileage limit for this campaign, though the repair instructions may be superseded by future engine software enhancement bulletins. Submit Quick Claim E065, including 0.7 hours labor, for repairs.

NOTE: Kenworth dealers may perform E065 repairs on Peterbilt chassis, but Quick Claims do not apply. For Peterbilt chassis repairs, use the long claim input form in DWWC selecting Draft/Offline Claims, the General tab, and in the Type of Claim drop down box, select PACCAR Engine Claim, then manually enter claim codes (Campaign #, Failure location, Failure type, and SRT). Use Claim Type "A" for Peterbilt repairs.

WARRANTY CODES

Failure Location: 045-021-997	Work Accomplished: 58	Claim Type: F
Failure Type: 700	Responsibility Code: 01	SRT: 045-880

Parts

No parts are required for this repair.

Background

Improvements included with this software update address the following potential issues:

- Cold engine response; previous software versions RC4/RC13 might result in poor engine responsiveness until optimal engine temperatures are reached.
 - Fault code 1718; during stationary regeneration the engine may not be able to achieve target NOx level, may close the EGR system, and register fault code 1718.
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Procedure

 [E065 Software Procedure.pdf](#)

Attachments

 [E065 Chassis - Dealer List.xls](#)  [E065 Customer Letter.pdf](#)

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