



## Technical Information Bulletin

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### E188



### Section

ECM/PMCI

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### Subject

PACCAR MX-13 and MX-11 EPA2017 MY2017 RC2 Software Update

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### Release Date

4/13/2017

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### Revision

04/19/17: Chassis list updated

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### Condition

Due to inaccurate gauge reporting of the DEF tank fluid level, as well as P2641 and P2637 transmission fault codes with a perceived loss of power, Kenworth has determined that the PACCAR MX-13 and MX-11 EPA2017 MY2017 powered vehicles listed in the attached chassis list are eligible for engine software updates.

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### Chassis Affected

2,462 vehicles (2,162 U.S. and 300 Canada) equipped with PACCAR MX-13 and MX-11 EPA2017 MY2017 engines.

[E186](#) and [E187](#) have been released at the same time with the goal for you to complete as many of these updates as possible

in one service event.



## NOTE

Not every campaign applies to every chassis. Review DWWC/SIR for the applicable campaigns for specific chassis. Be prepared to tell a customer how much time you will need to turn their vehicle around based upon the applicable campaigns for their chassis.

## Action

### CAMPAIGN

Review the attached chassis list for your dealer code and schedule your customer(s) for service if their chassis is on the list. Service all chassis affected that enter your dealership, even if the customer has no issue with the chassis. This campaign can be performed at any time convenient for the customer (for example: during next scheduled maintenance interval). Use the attached procedure. Review the DWWC or SIR for “Complete” next to the “E188” campaign code prior to performing this repair.

E186, E187, and E188 have been released at the same time with the goal for you to complete both of these updates in one service event.



## NOTE

Not every campaign applies to every chassis. Review DWWC/SIR for the applicable campaigns for specific chassis. Be prepared to tell a customer how much time you will need to turn their vehicle around based upon the applicable campaigns for their chassis.

### Recommended Actions:

- Update the Engine software.
- Update the Aftertreatment software if an update is available.

This software update offers the following operational improvements:

### Software Changes:

- Improved calculation method for the DEF tank fluid level.
- Calibration has been updated to allow the engine to respond more quickly to the torque requests from the transmission to prevent these faults and subsequent torque limit from occurring.

## 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 for labor:

- 0.35 hours labor to update engine software and, if needed, the Aftertreatment software. (Use Quick Claim Code E188).
- File an additional claim for extraordinary circumstances. A quick claim for standard labor must be filed first.



## NOTE

Kenworth dealers may perform E188 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 type, and SRT).

CLAIM CODING			
Failure Location:	045-021-809	Work Accomplished:	58
Failure Type:	363	Responsibility Code:	01
SRT Code:	045-98	Claim Type:	F

## Parts

No parts are required for this repair.

## Procedure

Ensure that the new software version numbers match the updated software version as shown in the Software Update Notice found at [Dealer Net\Service\Software](#).

See the Support Link Knowledge Base article called [How to Program a PACCAR MX with the Latest Software Using DAVIE4](#) for the software update procedure.

## Attachments

 [E188 Campaign Chassis List](#)

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