



A **PACCAR** COMPANY

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: E193: PACCAR MX-13/MX-11 MY2017 Auto Start/Stop with EIST

Dear Kenworth Customer,

Your vehicle (listed within this letter) is eligible for a campaign to reprogram the Engine Control Module (ECM) to correct an error that prevents the batteries from being fully charged with the Engine Idle Shutdown Timer (EIST).

Please contact a Kenworth dealership to schedule an appointment for this work. If you have already had this work performed, please disregard this letter. You can find your nearest Kenworth dealer at Dealer Locator on the website www.Kenworth.com.

When contacting your selected Kenworth dealer, refer to campaign **E193** 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 **10/01/2018**, 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 campaign, reimbursement of a pre-notification remedy associated with this campaign 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

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]

Date TBD

[First VIN]
Customer Name
Address
City, State Zip

Subject: E193: PACCAR MX-13/MX-11 MY2017 Auto Start/Stop with EIST

Dear Peterbilt Customer,

Your vehicle (VIN listed below or on the back of this letter) is eligible for a campaign to reprogram the Engine Control Module (ECM) to correct an error that prevents the batteries from being fully charged with the Engine Idle Shutdown Timer (EIST).

The problem is...	Batteries may not fully charge with EIST
What your dealer will do...	Update the engine software
What you must do ...	Contact your Peterbilt Dealer to schedule an appointment for repair

Please contact a Peterbilt dealership to schedule an appointment for this work. If you have already had this work performed, please disregard this letter. You can find your nearest Peterbilt dealer at Dealer Locator on the website www.Peterbilt.com.

When contacting your selected Peterbilt dealer, refer to campaign E193 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 or for upgrades completed by **10/01/2018**, whichever is greater.

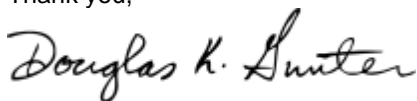
If you require further information about this campaign, reimbursement of a pre-notification remedy associated with this campaign or experience any difficulty in making arrangements for this repair, please contact: Peterbilt Motors Company, 1700 Woodbrook St., Denton, TX 76205, Attn: Customer Services Department, phone **940-591-4220**.

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

We apologize for any inconvenience this preventive procedure may cause and thank you for your participation in helping Peterbilt provide the highest levels of customer satisfaction and service expertise.

We value your business and appreciate your ongoing loyalty to Peterbilt and its dealer network. Industry-leading quality, performance and reliability are hallmarks of Peterbilt products, and we thank you for making Peterbilt your truck of choice.

Thank you,



Doug Gunter
Director of Warranty
Peterbilt Motors Company



Technical Information Bulletin

E193



Section

Alternator/Charging System - 31

Subject

PACCAR MX-11/MX-13 MY2017 MX Auto Start/Stop with EIST

Release Date

9/18/2017

Condition

The engine will shut down with the Engine Idle Shutdown Timer (EIST) after it has started to charge the batteries. This may result in under-charged batteries.

Chassis Affected

77 T680 chassis (73 U.S. and 4 Canada) built from 02/06/2017 to 4/03/2017 equipped with PACCAR MX-13 & MX-11 MY2017 with auto start/stop with EIST. See the attached chassis list.

Action

CAMPAIGN

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

1. Review the attached chassis list for your dealer code and schedule your customer(s) for service if their chassis is on the list.
2. Review the DWWC or SIR for "Complete" next to the "E193" campaign code prior to performing this repair.
3. Follow the procedures below to process a PRS with PEP and upload into the engine PCI.

This campaign can be performed at any time convenient for the customer (for example: during next scheduled maintenance interval).

Warranty

Through Standard Warranty (excludes Extended Warranty) or for repairs completed by 10/01/2018, whichever is greater, Kenworth will pay for parts at dealer net plus applicable mark-up and labor:

- 0.35 hours labor for software update the engine software and all other control modules. Use Quick Claim Code E193.
- File an additional claim for extraordinary circumstances. A quick claim for standard labor must be filed first.

Kenworth dealers may perform E193 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:	045-021-811	Work Accomplished:	58
Failure Type:	363	Responsibility Code:	01
SRT Code:	045-986	Claim Type:	F

Procedure

1. Go to [Engine Bulletin E134](#) for instructions to process the PRS file and Program the PACCAR MX Engine with DAVIE4.
2. Program ALL of the control modules, not just the engine module.

Attachments

 [Chassis List](#)

 [Customer Letter](#)

Authored by: OF

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Service Bulletin

E193

Section

Alternator/Charging System

Description

PACCAR MX-11/MX-13 MY2017 MX Auto Start/Stop with EIST

Release Date

9/18/2017

Introduction

Peterbilt has determined that vehicles built with MX-11/MX-13 MY2017 engines and manufactured with Engine Idle Shutdown Timer and Auto Start/Stop options may experience an idle engine shutdown resulting in batteries that are not adequately charged. The engine idle shutdown timer will override the auto start/stop function and not allow the batteries to fully charge.

Resolution

CAMPAIGN

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

1. Review the attached chassis list for your dealer code and schedule your customer(s) for service if their chassis is on the list.
2. Review the DWWC or SIR for "Complete" next to the "E193" campaign code prior to performing this repair.
3. Follow the procedures below to process a PRS with PEP and upload into the engine PCI.

This campaign can be performed at any time convenient for the customer (for example: during next scheduled maintenance interval).

Warranty

Expiration Date: 10/01/2018

The repair instructions may be superseded by future engine software enhancement bulletins. Peterbilt will pay for labor:

- 0.35 hours labor for software update the engine software and all other control modules. Use Quick Claim Code E193.
- File an additional claim for extraordinary circumstances. A quick claim for standard labor must be filed first.

NOTE: Peterbilt dealers may perform E193 repairs on Kenworth chassis, but Quick Claims do not apply. For Kenworth 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).

For Field...	Enter...
Failure Location	045-021-811
Failure Type	700
Claim Type	A
SRT 045-986	0.35 hours to update software

Parts

No Parts Required

Procedure

1. Go to Engine Bulletin [E134](#) for instructions to process the PRS file and Program the PACCAR MX Engine with DAVIE4.
2. Program ALL of the control modules, not just the engine module.

Attachments

[E193 Chassis List](#)

[E193 Sample Customer Letter](#)

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