



R2001

Section

45 - Engine

Description

Certain pre-production vehicles equipped with PACCAR MX-13 or MX-11 GHG2017 MY2020 engines must be updated to production levels.

Release Date

11/6/2020

Introduction

Peterbilt has determined that certain pre-production vehicles equipped with PACCAR MX-11 and MX-13 GHG2017 MY2020 engines and built between 07/25/2019 and 08/06/2019 must be updated to production levels. R2001 requires an engine software update and new emission label. These vehicles have an emissions exemption expiration date of 12/31/2020.

Resolution

CAMPAIGN

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. Confirm with the customer that your dealership will be the repairing location before ordering parts.
3. Order the EPA Compliance label and schedule the repair accordingly.
4. Review the DWWC or SIR for "Complete" next to the "R2001" campaign code prior to performing this repair.
5. [Follow the procedures below to](#) replace the Emissions Label and update the software .

This campaign must be completed by the 12/31/2020 expiration date to avoid the possibility of civil fines. If not completed by the expiration date:

The OEM/Dealer could face civil fines per regulation 40 CFR 1068.101(b), up to \$44,539 per engine.
Customer/Owners could face civil fines per regulation 40 CFR 1068.101(b), up to \$4,454 per engine.

Warranty

There is no time or mileage limit to this campaign, but to avoid possible fines, it must be completed by 12/31/2020. Peterbilt will pay for parts at dealer net plus applicable mark-up and labor:

- 0.60 hours labor to replace the label and update the ECM software. File a long form claim and reference "R2001"
- A photo of the new label installed must be attached to the claim.

For Field...	Enter...
Failure Location	053-005- 021
Failure Type	700

Claim Type	A
SRT 045-986	0.40 DAVIE 4- Download new software to PCI. (Includes connecting DAVIE, programming both the PCI and ACM. Includes clearing erroneous fault codes from programming. Includes hooking up and charging batteries). Add on SRT - 045-967 required before programming.
SRT 045- 967	0.10 Hours Labor - Processing Davie file through PVP for programming. To only be used in conjunction with 045-966 and 045-986
SRT 101-041	0.1 Hours Labor to R&R the new exemption label.

Parts

Parts are available from PACCAR Parts. See Replacement Label [Procedure](#) under Engine Support Center Bulletins.

Quantity	Part Number	Description
1	MXENGINELABEL	EPA LABEL

PARTS ORDERING PROCEDURE

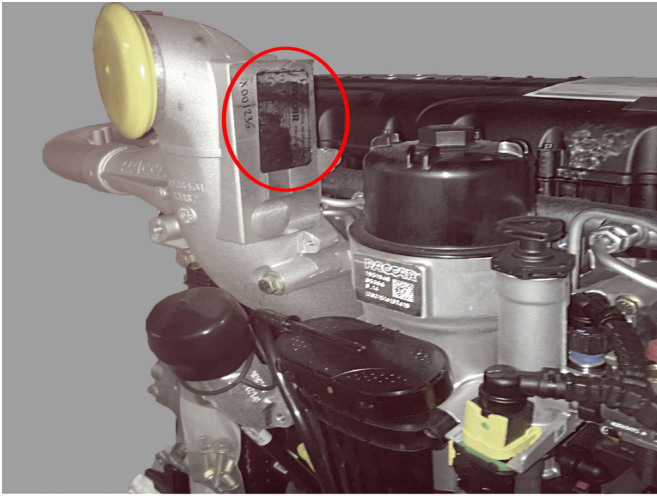
Confirm with the customer that your dealership will be the repairing location before ordering labels and obtain the chassis number. **All orders** must be requested **through TCS 365**. Please refer to the procedure below for how to submit a TCS 365 case.

Procedure

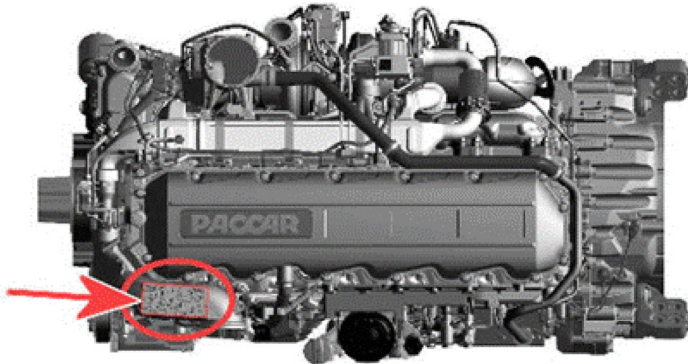
Please follow your dealership's safety procedures and precautions to ensure the vehicle can be safely repaired and maintained.

R2001 Procedure:

1. See the Replacement Label [Procedure](#) under Vehicle Support Center Bulletins to order replacement labels.
2. See bulletin [E134](#) for instructions to update the Software.
3. Take a photo of the new label after installation and attach it to the warranty claim.



MX-11



MX-13

Attachments

[Chassis List](#)

[Customer Letter](#)

Authored by: DKH

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Date TBD

This notice applies to your vehicle. Your VIN(s) can be found on the bottom or back of this page.

Subject: TIME-SENSITIVE NOTICE REGARDING YOUR PACCAR MX ENGINE
Retrofit Service Bulletin R2001
PACCAR MX ENGINE MY 2020 Retrofit - Emissions Label & Software Update
Expiration Date: NONE

Dear Peterbilt Customer,

Certain Engine Model Year 2020 pre-production vehicles manufactured from 07/25/2019 to 08/06/19, equipped with a PACCAR MX-11 or MX-13 engine, were sold with temporary emissions exemption labels that will expire 12/31/2020. Your vehicles have been identified as having a temporary emissions exemption label and are eligible for a campaign to upgrade your engine software and emissions label to production levels, ensuring your vehicle remains compliant with all applicable emissions standards.

Owners of vehicles not in compliance by 12/31/2020 may be subject to civil fines up to \$4,454, as set forth in EPA's regulations published at 40 CFR 1068.101(b).

What is the problem ...	Your pre-production vehicle's emissions exemption is about to expire.
What will your dealer do?	Your dealer will update your vehicle to maintain emissions compliance. Updates include engine software and engine compliance labels.
What should you do ...	Contact your dealer immediately to schedule an appointment for the update.

Please contact a Peterbilt dealership to schedule an appointment for this work, referencing campaign number R2001 and the noted VIN(s). You can find your nearest Peterbilt dealer at Dealer Locator on the website www.Peterbilt.com. The replacement of the label and engine software update will take approximately 1.0 hours of labor, depending on dealer scheduling, and will be performed at no charge to you.

If you require further information about 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.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days. If you no longer own this vehicle, we would appreciate your advising us of the new owner.

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.

Sincerely,



Michelle Ponsonby
Director of Customer Service
Peterbilt Motors Company

Scan this QR code to open the
Peterbilt Dealer Locator.





A **PACCAR** COMPANY

Kenworth Truck Company
Customer Service Department
PO Box 1000
Kirkland, Washington 98083-1000
(425) 828-5888

Date TBD

Scan this QR code to open the Kenworth Dealer Locator.



[First VIN]
Customer Name
Address
City, State Zip

Subject: TIME-SENSITIVE NOTICE REGARDING YOUR PACCAR MX ENGINE
Retrofit Service Bulletin R2001
PACCAR MX-13 ENGINE MY 2020 Retrofit - Emissions Label & Software Update
Expiration Date: NONE

Dear Kenworth Customer,

Certain Engine Model Year 2020 pre-production vehicles manufactured from 06/12/2019 through 06/19/2019, equipped with a PACCAR MX-13 engine, were sold with temporary emissions exemption labels that will expire 12/31/2020. Your vehicle(s) have been identified as having a temporary emissions exemption label and are eligible for a campaign to upgrade your engine software and emissions label to production levels, ensuring your vehicle remains compliant with all applicable emissions standards.

Owners of vehicles not in compliance by 12/31/2020 may be subject to civil fines up to \$4,454, as set forth in EPA's regulations published at 40 CFR 1068.101(b).

The problem is...	Your pre-production vehicle's emissions exemption is about to expire.
What your dealer will do...	Your dealer will update your vehicle to maintain emissions compliance. Updates include engine software and engine compliance labels.
What you must do ...	Contact your dealer immediately to schedule an appointment for the update.

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 **TIB R2001** 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 for parts and labor to you. 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 or experience any difficulty in making arrangements for this repair, please contact Kenworth Customer Service, provide your name, your dealer's city and state, your phone number, your email address (optional), the last 8 digits of your VIN, the bulletin number, and your question using one of the following:

Email: Kenworth.Campaigns@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: 425-828-5888

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days. If you no longer own this vehicle, we would appreciate your advising us of the new owner.

Thank you,

Annick Hollingsworth
Director of Service Platforms
Kenworth Truck Company

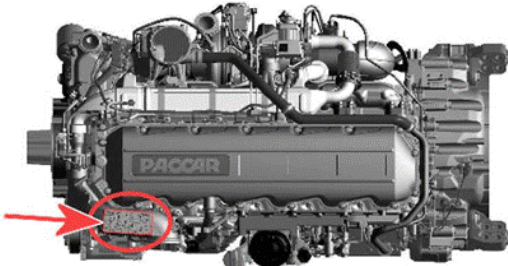
VIN: [VIN List]



A PACCAR COMPANY

Technical Information Bulletin

R2001



MX-13

Section

Engine - 45

Subject

PACCAR MX-13 Engine Model Year 2020 Pre-production Retrofit – EPA Compliance Label and Software Update

Release Date

11/5/2020

Condition

Certain pre-production vehicles equipped with PACCAR MX-13 GHG2017 MY2020 engines must be updated to production levels.

Chassis Affected

6 chassis (all U.S. and no Canada), T680 and W990 MY2020 vehicles built from 06/12/2019 through 06/19/2019 included in the 2020 Pre-production program. See the attached chassis list for specific chassis.

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. Confirm with the customer that your dealership will be the repairing location before ordering parts.
3. Order the EPA Compliance label and schedule the repair accordingly.
4. If you are not using Service Management to start repair orders, review DWWC or SIR for "Complete"; next to the "R2001"; campaign code prior to performing this repair.
5. Follow the procedures below to update engine software and replace the EPA Compliance Label.

This campaign must be completed by the **12/31/2020 expiration date** to avoid the possibility of civil fines. If not completed by the expiration date:

- The OEM/Dealer could face civil fines per regulation 40 CFR 1068.101(b), up to \$44,539 per engine.
- Customer/Owners could face civil fines per regulation 40 CFR 1068.101(b), up to \$4,454 per engine.

Warranty

There is no time or mileage limit for this campaign, but to avoid possible fines, it must be completed by 12/31/2020. Kenworth will pay for parts at dealer net plus applicable mark-up and labor:

- 0.60 hours labor to replace the label and update the ECM software. File a long form claim and reference "R2001".

Take-Off Parts Disposition: N/A

CLAIM CODING			
Failure Location:	053-005-021	Work Accomplished:	58
Failure Type:	700	Responsibility Code:	01
SRT Code:	045-986 0.40 hrs. Update software 045-967 0.10 hrs. Process through PVP 101-041 0.10 hrs. EPA Engine Label Replacement (includes cleaning off old label)	Claim Type:	F
		Campaign Field:	R2001

Parts

Parts are available from PACCAR Parts. See Replacement Label [Procedure](#) under Engine Support Center Bulletins.

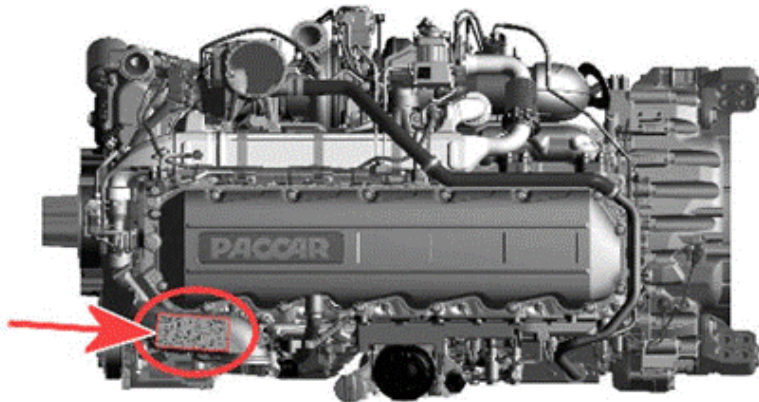
Confirm with the customer that your dealership will be the repairing location before ordering labels and obtain the chassis number.

Quantity	Part Number	Description
1	MXENGINELABEL	EPA LABEL

Procedure

Please follow your dealership's safety procedures and precautions to ensure the vehicle can be safely repaired and maintained.

1. See the Replacement Label [Procedure](#) under Vehicle Support Center Bulletins to order replacement labels.
2. See bulletin [E134](#) for instructions to update the Software.
3. Take a photo of the new label after installation and attach it to the warranty claim.



MX-13

Attachments

 [Chassis List](#)

 [Customer Letter](#)

Authored by: OF

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