

# E271: PACCAR MX-13/MX-11 EPA13 Engine Model Year 2016 OBD Emissions Compliance Software Update

6/10/2021

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## Number

E271

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## Section

Engine

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## Subject

PACCAR MX-13/MX-11 EPA13 Engine Model Year 2016 OBD Emissions Compliance Software Update

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## Date

6/8/2021

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## Revision

06/10/2021: Changed Failure Location to 045-021-003 from 045-021-993.

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## Condition

An engine software update is required to resolve OBD system readiness, DEF doser diagnostics, and other OBD system software related issues.

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## Chassis Affected

13,653 (12,065 U.S. and 1,588 Canada) T680, T800, T880, and W900 models built from 06/19/2013 through 02/21/2017 equipped with PACCAR MX-13 or MX-11 EPA2013 EMY2016 engines.

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## Action

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### Emissions Recall

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. If you are not using Service Management to start repair orders, review SIR for "Complete" or "In Process" next to the " E271" campaign code prior to performing this repair.
3. Follow the procedures below to update engine software.

**CAUTION**

Dealers that release trucks on the chassis list without completing the actions described below may face liability for progressive damage.

**NOTE**

Chassis registered in the State of California must be provided with a California Proof of Correction (POC) Certificate for this recall. See bulletin [E192](#).

## Warranty

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There is no time or mileage limit for this campaign, though the repair instructions may be superseded by future engine software enhancement bulletins.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:

### California Registered Chassis

- 0.6 hours labor for chassis registered in California. Update the PCI software (045-986), install the emissions decal, and complete the California POC Certificate per bulletin [E192](#) (CRB-999). Use Quick Claim Code E271A.

### Non- California Registered Chassis

- 0.5 hours labor to update the PCI software (045-986). Use Quick Claim Code E271B.

**NOTE**

This software update is not expected to trigger a DTC. Diagnosis of DTCs is only covered when there is a report showing DTCs were not present prior to the software update.

- File a long form claim for extraordinary circumstances. A quick claim for standard labor must be filed first.
- Issues that are a result of the use of DAVIE4 software versions that are less than the currently released version will not be covered by warranty.

- File the claim within 14 days in accordance with Warranty Policy [C-A-009](#).

Kenworth dealers may perform E271 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).

PRWS CLAIM CODING			
Campaign Code:	E271	Campaign Type	Field Repair
Claim Category:	Engine	Repair Type	Proactive
Customer Concern Code	173	Causal Code	A1
Corrective Action Code	12	Responsibility Code:	Camp
Display in SIR	Always Visible	Causal Part	ESF106521203041917
Failure Location	045-021-003	SRT Code	<b>045-986</b> 0.4 hrs download new software to PCI <b>045-967</b> 0.1 hrs Process DAVIE4 file through PVP <b>CRB-999</b> 0.1 hrs Complete California POC form for California registered chassis.

CLAIM CODING			
Primary Failed Part Number		ESF106521203041917	
Failure Location:	045-021-993	Work Accomplished:	58
Failure Type:	363	Responsibility Code:	01
SRT Code:	<b>045-986</b> 0.4 hrs download new software to PCI <b>045-967</b> 0.1 hrs Process DAVIE4 file through PVP <b>CRB-999</b> 0.1 hrs Complete California POC form for California registered chassis.	Claim Type:	F
Supplier	N/A	Campaign Field:	E271

## Parts

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Parts are available from PACCAR Parts.

This label is ONLY required for chassis registered in California.

Quantity	Part Number	Description
1	Y53-6109	Repair Label Kit includes: <ul style="list-style-type: none"> <li>• Y53-6107 repair label</li> <li>• Y53-6108 clear overlay</li> </ul>

## Procedure

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

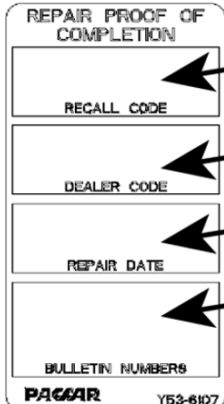

<b>NOTE</b>
<p>This software update is not expected to trigger a DTC. Diagnosis of DTCs is only covered when there is a report showing DTCs were not present prior to the software update.</p>

### Ensure DAVIE4 is up-to-date.

1. Update the engine software. Refer to Bulletin [E134](#) for information about programming a PACCAR MX engine.

**IMPORTANT! All MX engine or aftertreatment software files must be processed through PACCAR Vehicle Pro (PVP) prior to programming with DAVIE4.**

2. For California registered chassis, complete the California POC Certificate per bulletin [E192](#) and install the repair label, p/n Y53-6107, in the driver's door jamb.
  - Use Recall code **0073**
  - a. Fill out the Y53-6107 label fields.



REPAIR PROOF OF COMPLETION

RECALL CODE → Use recall code 0073

DEALER CODE → Use your dealer's code

REPAIR DATE → Use the date the repair was completed

BULLETIN NUMBER → Enter the appropriate bulletin number

PACCAR Y53-6107

- b. Place the label in the door jamb. If there is no room in the driver's door jamb, the label can be installed in the passenger door jamb. The images below show how the labels can be installed in various door jambs.
- c. Install the clear overlay (part number Y53-6108) over the label.





## Links

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 [Chassis List](#)

 [U.S. Customer Letter](#)

 [Canada Customer Letter](#)

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Authored by: OF





A **PACCAR** COMPANY

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

Date of Letter

Subject PSB E271: PACCAR MX-13/MX-11 EPA13 EMY 2016 On-Board Diagnostic (OBD)  
Emissions Compliance Software Update  
EXPIRATION DATE: NONE  
*The VINs are listed on the back of this page*

Scan this QR code to open  
the Kenworth Dealer Locator.



Customer name  
Customer address  
City, State ZIP

Dear Kenworth Customer,

Kenworth Truck Company has determined that certain T680, T800, T880, and W900 chassis manufactured from 01/23/2014 through 02/21/2017 with Engine Model Year 2016 PACCAR MX-13 or MX-11 engines fail to conform to Federal emission control requirements.

**If you no longer own this vehicle, we would appreciate you using the below contact information to advise us of the new owner's name and address.**

Your vehicle has been identified as having an affected emission control system. The issue pertains to the OBD monitoring system and has no negative impact on tailpipe emissions. These repairs, including engine software, and labor, will be performed at no charge to you. If this repair is not completed, it may cause the vehicle to fail a vehicle inspection when such tests are required under state law.

Federal regulation requires that any vehicle lessor receiving this recall notice forward a copy of this notice to the lessee within ten days.

<b>What is the problem?</b>	<b>On-Board Diagnostics (OBD) system issues.</b>
<b>What will your dealer do?</b>	<b>Update the engine software to resolve OBD system issues.</b>
<b>What should you do?</b>	<b>Contact your Kenworth Dealer to schedule an appointment for repair.</b>

Kenworth has initiated a recall to remedy the defect at no charge to you. Please contact your Kenworth dealer to schedule an appointment for these services. To find your Kenworth dealer, please visit Dealer Locator at [www.Kenworth.com](http://www.Kenworth.com) or scan the QR code. This repair may take up to **1.0 hour** of labor depending on vehicle configuration and dealer scheduling.

If you desire any customer-specific parameter changes to be made during this visit, please request them when making the service appointment or dropping off the vehicle. When the software is updated, the parameter change will be made.

**For vehicles registered in California: after the recall repair is completed at the dealership, the registered owner will be given a Proof of Correction certificate by the service provider. This certificate will be provided to the registered owner only. If the registered owner is not present during the repair, the owner will need to provide a mailing address for the Proof of Correction to be mailed to. Please save the Proof of Correction certificate, as it will be required as a condition for registering the vehicle with the California Department of Motor Vehicles.**

In order to ensure your full protection under the emission warranty provisions, it is recommended that you have your vehicle serviced as soon as possible. Failure to do so could be deemed improper maintenance of your vehicle.

If you require further information about this recall, reimbursement of a pre-notification remedy associated with this recall or experience any difficulty in making arrangements for this repair, please contact Kenworth Customer Service using one of the following:

Email: [Kenworth.Customer.Service@paccar.com](mailto: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: 425-828-5888. In your message, provide a call back number, the last 8 digits of the VIN, and the PSB number.

We regret any inconvenience that this work may cause you and appreciate your cooperation in this matter.

Thank you,

Annick Hollingsworth  
Director of Service Platforms  
Kenworth Truck Company

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6/8/2021

 [Edit](#)  [Clone](#)

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## Number

E271

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## Section

Engine-MX - 45

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## Subject

PACCAR MX-13/MX-11 EPA13 Engine Model Year 2016 OBD Emissions Compliance Software Update

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## Date

6/8/2021

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## Condition

An engine software update is required to resolve OBD system readiness, DEF doser diagnostics, and other OBD system software related issues.

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## Chassis Affected

11713 (10348 U.S. and 1365 Canada) 320, 365, 367, 389, 520, 567, 579 and 587 models built from 01/22/2014 through 12/22/2016 equipped with PACCAR MX-13 or MX-11 engines.

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## Action

### Emissions Recall

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. If you are not using Service Management to start repair orders, review SIR for "Complete" or "In Process" next to the " E271" campaign code prior to performing this repair.
3. Follow the procedures below to update engine software.

**CAUTION**

Dealers that release trucks on the chassis list without completing the actions described below may face liability for progressive damage.

**NOTE**

Chassis registered in the State of California must be provided with a California Proof of Correction (POC) Certificate for this recall. See bulletin [E192](#).

## Warranty

---

There is no time or mileage limit for this campaign, though the repair instructions may be superseded by future engine software enhancement bulletins. Peterbilt will pay for labor:

### California Registered Chassis

- 0.6 hours labor for chassis registered in California. Update the PCI software (045-986), install the emissions decal, and complete the California POC Certificate per bulletin [E192](#) (CRB-999). Use Quick Claim Code E271A.

### Non- California Registered Chassis

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**NOTE**

This software update is not expected to trigger a DTC. Diagnosis of DTCs is only covered when there is a report showing DTCs were not present prior to the software update.

- File a long form claim for extraordinary circumstances. A quick claim for standard labor must be filed first.
- Issues that are a result of the use of DAVIE4 software versions that are less than the currently released version will not be covered by warranty.
- File the claim within 14 days in accordance with Warranty Policy.

Peterbilt dealers may perform E271 repairs on Kenworth chassis, but Quick Claims do not apply. For Kenworth chassis repairs, use the long form claim and refer to the claim codes below.

PRWS CLAIM CODING			
Campaign Code:	E271	Campaign Type	Field Repair
Claim Category:	Engine	Repair Type	Proactive
Customer Concern Code	173	Causal Code	A1
Corrective Action Code	12	Responsibility Code:	Camp
Display in SIR	Always Visible	Causal Part	ESF106521203041917
Failure Location	045-021-993	SRT Code	<b>045-986</b> 0.4 hrs download new software to PCI <b>045-967</b> 0.1 hrs Process DAVIE4 file through PVP <b>CRB-999</b> 0.1 hrs Complete California POC form for California registered chassis.

CLAIM CODING			
Failure Location:	045-021-993	Work Accomplished:	69
Failure Type:	700	Responsibility Code:	09
SRT Code:	<b>045-986</b> 0.4 hrs download new software to PCI <b>045-967</b> 0.1 hrs Process DAVIE4 file through PVP <b>CRB-999</b> 0.1 hrs Complete California POC form for California registered chassis.	Claim Type:	A
Supplier	N/A	Campaign Field:	E271

## Parts

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Parts are available from PACCAR Parts.

This label is ONLY required for chassis registered in California.

Quantity	Part Number	Description
1	Y53-6109	Repair Label Kit includes: <ul style="list-style-type: none"><li>• Y53-6107 repair label</li><li>• Y53-6108 clear overlay</li></ul>

## Procedure

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



### NOTE

This software update is not expected to trigger a DTC. Diagnosis of DTCs is only covered when there is a report showing DTCs were not present prior to the software update.

### Ensure DAVIE4 is up-to-date.

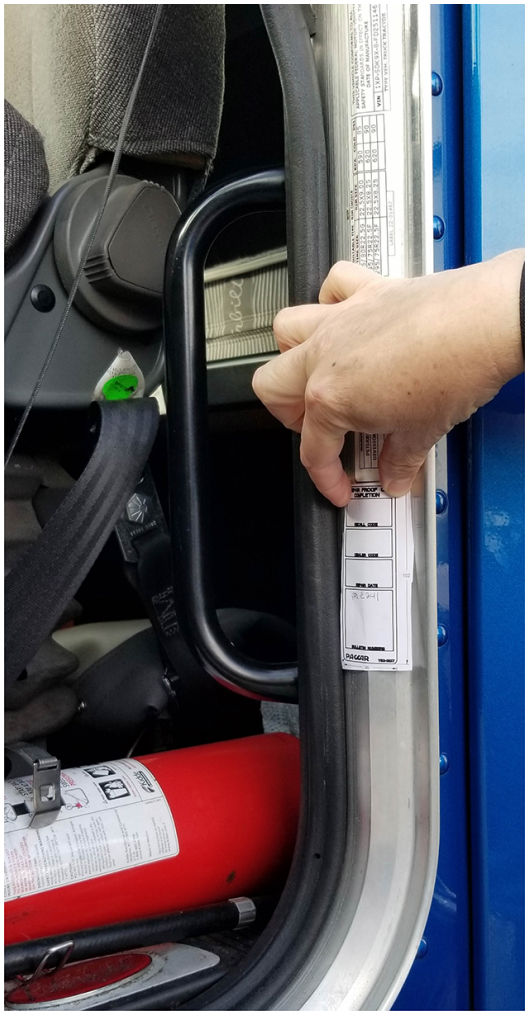
1. Update the engine software. Refer to Bulletin [E134](#) for information about programming a PACCAR MX engine.

**IMPORTANT! All MX engine or aftertreatment software files must be processed through PACCAR Vehicle Pro (PVP) prior to programming with DAVIE4.**

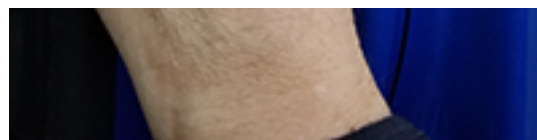
2. For California registered chassis, complete the California POC Certificate per bulletin [E192](#) and install the repair label, p/n Y53-6107, in the driver's door jamb.
  - Use Recall code **0073**
  - a. Fill out the Y53-6107 label fields.

REPAIR PROOF OF COMPLETION	
RECALL CODE	Use recall code 0073
DEALER CODE	Use your dealer's code
REPAIR DATE	Use the date the repair was completed
BULLETIN NUMBERS	Enter the appropriate bulletin number
<b>PACAR</b> Y53-6107	

- b. Place the label in the door jamb. If there is no room in the driver's door jamb, the label can be installed in the passenger door jamb. The images below show how the labels can be installed in various door jambs.
- c. Install the clear overlay (part number Y53-6108) over the label.







## Links

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[Chassis List](#)

[US Customer Letter](#)

[Canada Customer Letter - English](#)

[Canada Customer Letter - French](#)

Authored by: PR