

<BULLETIN DRAFT>

No. E287

PACCAR MX Engine Model Year 2022 Pre-Production RC0 Software Update

Author: Jim Bilnoski

5/23/2022

Title (metadata)	E287: PACCAR MX Engine Model Year 2022 Pre-Production RC0 Software Update
Bulletin No.	E287
Bulletin Category	Technical Information
Image	
Service Subject	PACCAR MX Engine Model Year 2022 Pre-Production RC0 Software Update
Section	Engine - 45
What's New Abstract	Emissions Recall – MX Engine Model Year 2022 pre-production trucks with engine software RC0 need to have RC1 installed to correct diagnostic communication issues.
Revision	
Condition	Distance With MIL On and Distance Since DTC Cleared counters read zero when viewed in DAVIE4 (DM21). Slow or no response from PCI-2 when requesting freeze frame data using DAVIE4 (DM25). See Background section for more information.
Chassis Affected	7 Model Year 2022 and 2023 T680 NextGen, T880, and W990 chassis built from 11/08/2021 through 12/21/2021, equipped with Engine Model Year 2022 MX-13 or MX-11 engines. 53 Model Year 2022 Model 520, 567, and 579 chassis built from 9/03/2021 through 1/07/2022, equipped with Engine Model Year 2022 MX-13 and MX-11 engines.
Service Action	Emissions Recall

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	<p>Service all affected chassis that enter your dealership, even if the customer has no issue with the chassis.</p> <ul style="list-style-type: none"> • Review the attached chassis list for your dealer code and schedule your customer(s) for service if their chassis is on the list. • If you are not using Service Management to start repair orders, review SIR for “Complete” or “In Process” next to the “E287” campaign code prior to performing this repair. • Follow the procedures below to program updated software to the PCI-2. <p>California Registered Vehicles Only</p> <ul style="list-style-type: none"> • Fill out the California Proof of Correction Certificate found in bulletin E192 and provide it to the customer. Use Recall Code 0077 when completing the form.
<p>Warranty</p>	<p>WARRANTY</p> <p>There is no time or mileage limit for this campaign, though the repair instructions may be superseded by future engine software enhancement bulletins.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:</p> <p>Non-California Registered Chassis</p> <ul style="list-style-type: none"> • 0.3 hours labor for PCI-2 software update. (Use Quick Claim Code E287A) <p>California Registered Chassis</p> <ul style="list-style-type: none"> • 0.4 hours labor for PCI-2 software update and completing CARB Proof of Correction form. (Use Quick Claim Code E287B) <p>File an additional claim for extraordinary circumstances. A quick claim for standard labor must be filed first.</p> <p>File the claim within 14 days in accordance with Warranty Policy C-A-009.</p> <p>NOTE: Kenworth dealers may perform E287 repairs on Peterbilt chassis, but Quick Claims do not apply. For Peterbilt repairs, file a long form claim using the claim information below.</p>
	<p>PB WARRANTY</p> <p>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:</p>

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- 0.3 hours labor for PCI-2 software update. (Use Quick Claim Code E287A)
- 0.4 hours labor for PCI-2 software update and completing CARB Proof of Correction form. (Use Quick Claim Code E287B)
- File an additional claim for extraordinary circumstances. A quick claim for standard labor must be filed first.
- File a claim withing 14 days in accordance to the [Warranty Policy](#).

(PB)For cross division repairs, refer to Warranty Policy Bulletin: [Repair of Non-Peterbilt Vehicle with the PACCAR MX Engine](#).

Take-Off Parts Disposition: N/A

PRWS CLAIM CODING			
Campaign Code:	E287	Campaign Type	Field Repair
Claim Category:	Engine	Repair Type	Proactive
Customer Concern Code	045	Causal Code	93
Corrective Action Code	29	Responsibility Code:	Camp
Failure Location	045-021-003	Causal Part	2300479 Engine Control Module
Supplier Code	N/A	SRT Code	B45-965 0.3 hrs Update PCI-2 software CRB-999 0.1 hrs.

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				Complete California POC form for California registered chassis
	Display in SIR	Always Visible	Editable by dealer?	No
	KW AutoPay	Yes	PB AutoPay	Yes
Parts	Software only – No parts required			
Background	<p>A calibration issue in PCI-2 software release RC0 for MY2022 trucks was discovered. When Diagnostic Messages DM21 and DM25 are sent from the Diagnostic Service Tool (DAVIE4), the engine PCI-2 reports incorrect data or responds too slowly.</p> <p>The DM21 issue is as follows:</p> <ul style="list-style-type: none"> Distance traveled while MIL is activated always reports zero miles (zero kilometers) Distance since diagnostic trouble codes cleared always reports zero miles (zero kilometers) <p>The DM25 issue is as follows:</p> <ul style="list-style-type: none"> When freeze frame is requested by a scan tool, the J1939 requirement is that the response is provided within 200 msec For MY2022 RC0 (limited quantity production) J1939-84 testing showed freeze frame responses can take as long as 700 msec <p>The solution for both faults is to update the engine software to RC1.</p>			
Procedure	<p>Please follow your dealership's safety procedures and precautions to ensure the vehicle can be safely repaired and maintained.</p> <ol style="list-style-type: none"> Connect battery charger to ensure battery voltage does not drop during programming Ensure DAVIE4 is up to date Connect DAVIE4 Download and program software to the PCI-2 			

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	<ul style="list-style-type: none">• There is no need to process the files through PVP. PVP processing has already been done for all chassis on the attached chassis list. <p>5. Clear any erroneous fault codes generated during programming</p> <p>California Registered Vehicles Only</p> <ul style="list-style-type: none">• Fill out the California Proof of Correction Certificate found in bulletin E192 and provide it to the customer. Use Recall Code 0077 when completing the form.
Links	Dealer\Chassis List Customer Letter
Channels	KWUS <input checked="" type="checkbox"/> KWCA <input checked="" type="checkbox"/> KWGS <input checked="" type="checkbox"/> PBUS <input checked="" type="checkbox"/> PBCA <input checked="" type="checkbox"/> Same bulletin published to KW & PB regions? No
Publish On	Click or tap to enter a date.

Select the date.

EMISSIONS NON-COMPLIANCE

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

Subject: E287 Model Year 2022 PACCAR MX Engine Software Update
EXPIRATION DATE: NONE

Dear Peterbilt Customer,

Peterbilt has decided that certain Model Year 2022 Model 520, 567, and 579 vehicles equipped with Engine Model Year 2022 MX-11 or MX-13 engines manufactured from 09/03/2021 through 01/07/2022 fail to conform to emission control requirements. Your vehicle has been identified as possibly having out of date engine software. Certain MX Engine Model Year 2022 trucks with engine software RC0 need to have RC1 installed to correct diagnostic communication issues.

The original software package can cause diagnostic tool errors. This issue affects the onboard diagnostics (OBD) monitoring system and has no negative impact on tailpipe emissions.

What is the problem?	The original software package can cause diagnostic tool errors.
What will your dealer do?	Update engine software.
What should you do?	Contact your dealer immediately to schedule an appointment.

Peterbilt Motors Company has initiated this notice to remedy the issue with no charge to you. Please contact your Peterbilt dealer to schedule an appointment for these services. To find your Peterbilt dealer, please visit the Dealer Locator at www.Peterbilt.com or scan the QR code. When contacting your Peterbilt dealer, reference the bulletin number and VIN(s) listed in this letter. This repair may take up to 1 hour of labor depending on dealer scheduling.

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 determined as lack of proper maintenance of your vehicle.

If you require further information about this recall, or experience any difficulty in making arrangements for this repair, please contact: Peterbilt Motors Company, 1700 Woodbrook St, Denton, TX 76205, Attn: Customer Service Department.

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. Please send all known ownership and address changes to PBDiv.Warranty.Docs@paccar.com.

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.



Select the date.

EMISSIONS NON-COMPLIANCE

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

Subject: ESB E287 Model Year 2022 PACCAR MX Engine Software Update
EXPIRATION DATE: NONE

Dear Peterbilt Customer,

You are receiving this notice in accordance with the Canadian Environmental Protection Act of 1999.

Peterbilt has decided that certain Model Year 2022 Model 520, 567, and 579 vehicles equipped with Engine Model Year 2022 MX-11 or MX-13 engines manufactured from 09/03/2021 through 01/07/2022 fail to conform to emission control requirements. Your vehicle has been identified as possibly having outdated engine software. Certain MX Engine Model Year 2022 trucks with engine software RC0 need to have RC1 installed to correct diagnostic communication issues.

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Sincerely,



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