

# 03-087: Model Year 2021-2024 T680, T880, and W990 Optional Fuel Filter Restriction Display Incorrect

2/27/2023

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Model Year 2021-2024 T680, T880, and W990 Optional Fuel Filter Restriction Display Incorrect

## Subject

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Model Year 2021-2024 T680, T880, and W990 Optional Fuel Filter Restriction Display Incorrect

## Whats New Abstract

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Certain Model Year 2021-2024 chassis with PACCAR MX engines and optional fuel filter restriction virtual gauge display incorrect restriction levels. The virtual gauge will be temporarily disabled until a revised sensor strategy is developed.

## Revision

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2/27/23: Updated Causal Part in PRWS Claim Coding Table

## Condition

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The optional fuel restriction display may show 100% restriction when the filter is not restricted, and no other fuel system pressure faults are present.

## Chassis Affected

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Certain Model Year 2021-2024 T680 NextGen, T880, and W990 trucks built from 05/20/2020 through 12/02/2022 equipped with PACCAR MX engines, the fuel restriction sensor, and virtual gauge enabled on the

Digital Display.

## Action


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### Fix-As-Requested


If a customer comes into your dealership and demonstrates the condition above:

1. Follow the instructions below to check for fuel pressure-related faults.

If active fuel pressure codes are present, troubleshoot and repair as a separate event. Once active codes have been resolved, continue below.

 <b>NOTE</b>
This bulletin does not cover troubleshooting and repair of fuel pressure-related faults. File separate claim(s) for troubleshooting or repair tasks if necessary.

2. Program software to the chassis to temporarily remove the fuel restriction gauge display.

 <b>CAUTION</b>
Fuel filter service intervals <b>MUST</b> be followed to prevent fuel system faults. Use only good quality fuel and follow all recommended service intervals listed in operator and service manuals.

## Warranty

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Through Standard Warranty or any applicable active Extended Warranty, Kenworth will pay for labor:

- **0.3 hours** to check for active fuel-related fault codes and reprogram Digital Display. Use Quick Claim code **03087A**.
- Troubleshooting and repair of active fuel pressure faults are not covered by this bulletin. File a separate claim under applicable warranty for troubleshooting and repair of fuel pressure fault codes.
- File an additional claim for extraordinary circumstances. A quick claim for standard labor must be filed

first.

- File the claim within 14 days in accordance with Warranty Policy [CA009](#).

<b>PRWS CLAIM CODING</b>			
Campaign Code:	03087A	Campaign Type	Non-campaign
Claim Category:	Engine	Repair Type	Fix-as-Requested
Customer Concern Code	151	Causal Code	93
Corrective Action Code	22	Responsibility Code:	Camp
Failure Location	003-001-076	Causal Part	2246913
Supplier Code	N/A	SRT Code	<b>B22-015</b> 0.3 hrs Check for fuel-related fault codes and reprogram Digital Display

## Parts

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Software only – No Parts Required.

## Background

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The fuel filter restriction sensor software strategy on certain Model Year 2021-2024 T680, T880, and W990 chassis with PACCAR MX engines is incorrect. This causes the fuel restriction virtual gauge to show high restriction even when there is no filter restriction present. Reprogramming the Digital Display will temporarily

remove the fuel restriction virtual gauge. A future campaign will be available to re-enable the filter restriction virtual gauge.

## Procedure

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

1. Connect DAVIE4
2. Check for fuel system related faults including:
  - Any fuel pressure low fault
  - Injector misfire faults
3. If no fuel system faults are found, program the Digital Display using the steps below and release the vehicle.
4. If active fuel system pressure faults are found, troubleshoot and repair the fuel system using applicable service manuals.



### **NOTE**

Fuel system troubleshooting and repair labor and parts are not covered by this bulletin. Refer to the applicable service manuals and any applicable warranty documentation.

5. Once troubleshooting and repair have been completed, program the Digital Display using the steps

below and release the vehicle.

## Program the Digital Display

1. Download and program new software for the Digital Display using DAVIE4.
  - Ensure DAVIE4 is up to date
  - Connect DAVIE4 using the 9-pin connection
  - Download new software for the Digital Display
  - Program the Digital Display following prompts in DAVIE4
2. Verify that the Fuel Restriction gauge is no longer displayed.
3. Use DAVIE4 to clear any DTCs.



### CAUTION

Drivers should be advised that without the fuel restriction gauge enabled, the gauge will not be available on the Digital Display.

Fuel filter service intervals **MUST** be followed to prevent fuel system faults. Use only good quality fuel and follow all recommended service intervals listed in operator and service manuals.

## Attachments

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[Chassis List](#)

[Customer Letter](#)

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