


E279: PACCAR MX-13/MX-11 Engine MY17 Software Incorrectly Sets DTC P1092

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Number

E279

Description

PACCAR MX-13/MX-11 Engine MY17 Software Incorrectly Sets DTC P1092

Subject

PACCAR MX-13/MX-11 Engine MY17 Software Incorrectly Sets DTC P1092

Date

6/1/2023

Condition

An engine software defect exists in certain vehicles equipped with EMY17 MX-13 and MX-11 pertaining to timer action and count calibrations for a time-based diagnostic that checks fuel pressure and has no negative

impact on tailpipe emissions. This software may incorrectly set DTC P1092, which could result in reduced available engine torque and/or engine protection mode.

Chassis Affected

3,797 (3,243 US and 554 CAN) Model Year 2016-2019 T680, T800, T880, and W900 chassis built from 10/14/2015 through 01/22/2018 with PACCAR MX-13 or MX-11 engines.

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. In Service Management, select Campaign **E279** to add it to the case. If the unit is released back into service without performing the repair, make sure to also release the Campaign in Service Management.
3. If you are not using Service Management to start repair orders, review SIR for "Complete" or "In Process" next to the **E279** campaign code prior to performing this repair.
4. Follow the procedures below to update engine software.



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 Emissions Recall.

Kenworth will pay for parts and labor:

Non- California Registered Chassis

- **0.4 hours** labor to update the PCI software. Use Quick Claim Code **E279A**.

California Registered Chassis

- **0.5 hours** labor for chassis registered in California. Update the PCI software, install the repair label, and

complete the California POC Certificate per bulletin E192. Use Quick Claim Code **E279B**.



NOTE

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

- File an additional claim for extraordinary circumstances. A quick claim for standard labor must be filed first.
- Issues arising from using prior DAVIE4 software versions will not be covered by warranty.
- File the claim within 14 days in accordance with Warranty Policy [CA009](#).

Kenworth dealers may perform E279 repairs on Peterbilt chassis, but Quick Claims do not apply. For Peterbilt

chassis repairs, use the long-form claim.

PRWS CLAIM CODING			
Campaign Code:	E279	Campaign Type	Field Repair
Claim Category:	Engine	Repair Type	Proactive
Customer Concern Code	173	Causal Code	A1
Corrective Action Code	12	Responsibility Code:	Camp
Failure Location	045-021-993	Causal Part	ESF106521203041917
Supplier Code	N/A	SRT Code	<p>B23-08A 0.4 hrs Download new software to PCI</p> <p>CRB-999 0.1 hrs Complete California POC form for California-registered Chassis and install repair label</p>

Parts

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"> • Y53-6107 repair label • Y53-6108 clear overlay

Procedure

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

Read all steps before beginning.

1. Confirm there are no dashlamps displayed with DEF-related DTCs.
2. If any DEF-related DTCs are present, diagnose per appropriate service documentation.

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

Ensure DAVIE4 is up-to-date.

3. Update the engine software. Refer to Bulletin E134 for information about programming a PACCAR MX engine.
 - Connect DAVIE4
 - Download software for the PCI
 - Program PCI software following the prompts in DAVIE4
 - Clear any DTCs generated during programming
 - Disconnect DAVIE4
4. For California-registered chassis, complete the California POC Certificate per bulletin E192 and install the repair label, PN Y53-6107, in the driver's door jamb.
 - Use Recall code 0075.
 - Fill out the Y53-6107 label fields with the Recall Code and Bulletin Number shown below. Add the

appropriate Dealer Code and Repair Date.

The diagram shows a vertical rectangular label with the following sections and instructions:

- RECALL CODE**: Use RECALL CODE from bulletin
- DEALER CODE**: Use your DEALER CODE
- REPAIR DATE**: Date repair was completed
- BULLETIN NUMBERS**: Bulletin Number

At the bottom of the label, it reads **PACAR** and **Y53-6107**.

5. 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 jamps.
6. Install the clear overlay (part number Y53-6108) over the label.
7. Take photos of the new labels after installation and attach them to the warranty claim. CLAIMS SUBMITTED WITHOUT PHOTOS MAY BE DENIED.



Links

[Chassis List](#)

[US Customer Letter](#)

[Canada Customer Letter](#)

Authored by: JB3



A PACCAR COMPANY

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

Date of Letter

Subject: PSB E279 – EMY17 PACCAR MX-13 or MX-11 Software Incorrectly Sets DTC P1092
EXPIRATION DATE: NONE
The VINs are listed on the back of this page



Customer name
Customer address
City, State ZIP

Dear Kenworth Customer,

Kenworth Truck Company has determined that certain vehicles with an Engine Model Year 2017 PACCAR MX-13 or MX-11 engine manufactured from 11/09/2016 through 12/31/2017 fail to conform to emission control requirements.

The defect pertains to timer action and count calibrations for a time-based diagnostic that checks fuel pressure and has no negative impact on tailpipe emissions. Repairs to your vehicle will be performed at no charge to you. If this repair is not completed, the vehicle may fail any inspections that are required by state law.

Federal regulation requires that any vehicle lessor receiving this campaign 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 if you know their name.**

The problem is...	MX engine software incorrectly sets a diagnostic trouble code (DTC).
What your dealer will do...	Update the engine software to resolve the issues.
What you must do ...	Contact your Kenworth Dealer to schedule an appointment for repair

Kenworth has initiated a recall to remedy the defect. Please contact your Kenworth dealer. To find your Kenworth dealer, please visit Dealer Locator at www.Kenworth.com or scan the QR code at the top of this letter. This repair may take up to **1.0 hour** of labor depending on vehicle configuration and dealer scheduling. This repair will be performed at no charge to you.

For vehicles registered in California: After the recall repair is completed at the dealership, the service provider will give the registered owner a Proof of Correction certificate. This certificate will be provided to the registered owner only. If the registered owner is not present during the repair, the operator will need to provide the registered owner's mailing address to the dealership to mail the Proof of Correction. Please save the Proof of Correction certificate because it will be required to register 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 had this repair performed before you received this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall. Receipts for labor are required for consideration of reimbursement. Please contact your Kenworth dealer for reimbursement information.

If you require further information about 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 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



A PACCAR COMPANY

Kenworth Truck Company
Customer Service Department
PO Box 1000
Kirkland, Washington 98083-1000
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EXPIRATION DATE: NONE
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Customer name
Customer address
City, State ZIP

Dear Kenworth Customer,

This notice is sent to you in accordance with the requirements of the Canadian Environmental Protection Act, 1999.

Kenworth Truck Company has determined that certain vehicles with an Engine Model Year 2017 PACCAR MX-13 or MX-11 engine manufactured from 11/09/2016 through 12/31/2017 fail to conform to emission control requirements.

The defect pertains to timer action and count calibrations for a time-based diagnostic that checks fuel pressure and has no negative impact on tailpipe emissions. Active DTC P1092 could result in reduced available engine torque and/or engine protection mode. An engine software update is available that corrects the issue. Repairs to your vehicle will be performed at no charge to you. If this repair is not completed, the vehicle may fail any inspections that are required by state law..

Federal regulation requires that any vehicle lessor receiving this campaign 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 if you know their name.**

The problem is...	MX engine software incorrectly sets a diagnostic trouble code (DTC).
What your dealer will do...	Update the engine software to resolve the issues.
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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

Date de la lettre

Objet : PSB E279 - Le logiciel établit incorrectement le code d'anomalie de diagnostic P1092 sur moteurs MX-13 ou MX-11 de PACCAR, EMY17

DATE D'EXPIRATION : AUCUNE

Les NIVs se trouvent au verso de la présente

Nom du client
Adresse du client
Ville, province, code postal



Cher client Kenworth,

Nous vous faisons parvenir cet avis conformément aux exigences de la Loi canadienne 1999 relative à la protection de l'environnement.

Kenworth Truck Company a constaté que certains véhicules équipés d'un moteur MX-13 ou MX-11 de PACCAR, modèle de l'année 2017, fabriqué entre le 09/11/2016 et le 31/12/2017, ne se conforment pas aux exigences fédérales en matière de contrôle des émissions.

La défectuosité se rapporte à l'action de la minuterie et à l'étalonnage du compte pour un diagnostic basé sur le temps qui vérifie la pression de carburant et n'a aucun impact négatif sur les émissions par le tuyau d'échappement arrière. Les réparations sur votre véhicule seront effectuées sans frais. Si cette réparation n'est pas complétée, il est possible que le véhicule échoue à toute inspection requise selon la loi locale ou fédérale.

La loi fédérale nécessite de tout bailleur de véhicules qui reçoit cet avis de rappel d'en faire parvenir une copie à toute personne ayant loué un véhicule et ce, dans un délai de dix jours. **Si ce véhicule ne vous appartient plus, nous apprécions que vous nous fassiez part du nom du nouveau propriétaire, si vous le connaissez.**

Le problème ?	Le logiciel du moteur MX établit incorrectement un code d'anomalie de diagnostic.
Ce que fera votre concessionnaire ?	Mettre à jour le logiciel du moteur afin de résoudre le problème.
Ce que vous devez faire ?	Communiquer avec votre concessionnaire Kenworth afin de prendre rendez-vous pour la réparation.

Kenworth a mis en place un rappel afin de remédier à la défectuosité. Veuillez communiquer avec votre concessionnaire Kenworth. Pour trouver votre concessionnaire Kenworth, veuillez consulter Dealer Locator sur www.Kenworth.com ou balayer le code à barres dans le coin supérieur droit de la présente. Cette réparation peut nécessiter jusqu'à **1.0 heure** de main-d'œuvre selon la configuration du véhicule et la disponibilité du concessionnaire.

Pour les véhicules enregistrés en Californie : Une fois que la réparation du rappel est complétée chez le concessionnaire, le fournisseur de service donnera au propriétaire enregistré un certificat de preuve de correction. Ce certificat ne sera émis qu'au propriétaire enregistré. Si celui-ci n'est pas présent au moment de la réparation, l'opérateur devra fournir au concessionnaire l'adresse postale du propriétaire enregistré afin que la preuve de correction lui soit acheminée par la poste. Veuillez sauvegarder la preuve de correction parce qu'elle sera requise afin d'enregistrer le véhicule auprès du service des véhicules automobiles de la Californie.

Afin d'assurer votre pleine protection selon les clauses de la garantie relative aux émissions, il est recommandé de procéder au service de votre véhicule le plus rapidement possible. Le refus de vous conformer à cette recommandation pourrait être interprété comme un entretien inadéquat de votre véhicule.

Si vous avez déjà procédé à cette réparation avant la réception de la présente, vous pourriez être admissible à un remboursement de vos frais pour avoir remédié sans préavis au problème associé à ce rappel. Des reçus pour la main-d'œuvre sont requis en vue d'un remboursement. Veuillez communiquer avec votre concessionnaire Kenworth pour toute information relative à un remboursement.

Si vous avez besoin de plus d'information au sujet de ce rappel ou rencontrez des difficultés à prendre rendez-vous pour cette réparation, veuillez communiquer avec le Service à la clientèle de Kenworth selon l'une des façons suivantes :

Courriel : Kenworth.Customer.Service@paccar.com avec le numéro de bulletin en ligne objet

ou

Poste : Kenworth Truck Company, P.O. Box 1000, Kirkland, WA 98083-1000, à l'attention du département du service à la clientèle

or

Téléphone : 425-828-5888. Dans votre message, fournir un numéro de rétro appel, les 8 derniers chiffres de votre NIV ainsi que le numéro de bulletin

Nous regrettons tout inconfort causé par ce travail et apprécions votre collaboration en de telles circonstances.

Merci,



Annick Hollingsworth
Directrice des plateformes de service
Kenworth Truck Company