

# PSB E322: EMY2024 and EMY2025 CARB MX-13 Software Update

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## Number

E322

## Description

PSB E322: EMY2024 and EMY2025 CARB MX-13 Software Update

## Subject

EMY2024 and EMY2025 CARB MX-13 Software Update

## Date

10/25/2024

## Revision

01/15/2025: Bulletin updated to include repair and warranty claim information. Final fix version released with software availability.

## Condition

Certain Vehicle Model Year 2025 T680/T880 chassis equipped with EMY2024 or EMY2025 CARB MX-13 engines and NA-100C software may experience a Malfunction Indicator Lamp (MIL) due to a software issue. Without this update, a derate may occur.

False fault codes will illuminate the MIL and could result in a derate condition. One or more of the following false fault codes may be visible using DAVIE4:

- **P170A / P170B / P1710 / P1711** - O2 and NOx sensor faults
- **P1B10** – Ignition state discrepancy fault
- **P1B46** – DC link overvoltage fault
- **P3458** – SCR efficiency fault
- **P12AA** – Coolant pump stall fault
- **P3669 / P3991** – EGT faults
- **Misfire faults**

Affected chassis require a software update to NA-110C. Updating software PRIOR to releasing trucks to customers will prevent unnecessary downtime and customer dissatisfaction. Updated NA-110C software is

now available.

## Chassis Affected

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105 US Vehicle Model Year 2025 T680/T880 chassis equipped with EMY2024 or EMY2025 CARB-compliant MX-13 engines built from 08/05/2024 through 12/23/2024.

## Action

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### 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. In Service Management, select Campaign **E322** 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 **E322** campaign code prior to performing this repair.
4. Follow the procedures to update PCI-2 software.

## Warranty

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### Warranty

For updates completed through 02/01/2026, Kenworth will pay for labor:

- **0.4 hours** to update engine (PCI-2) software. Use Quick Claim Code **E322**.
- 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 E322 updates on Peterbilt chassis, but Quick Claims do not apply. For Peterbilt

chassis updates, use the long form claim.

Take off parts disposition: N/A

| PRWS CLAIM CODING      |             |                      |                                                                                   |
|------------------------|-------------|----------------------|-----------------------------------------------------------------------------------|
| Campaign Code:         | E322        | 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       | 045-021-003 | Causal Part          | 2342786PEX                                                                        |
| Supplier Code          | N/A         | SRT Code             | <b>B24-54A</b><br>0.4 hrs<br>Update PCI-2 software per bulletin procedure<br>E322 |

## Parts

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Software Only – no parts required.

## Procedure

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

**repaired and maintained.**

**Read all steps before beginning.**

**Ensure that DAVIE4 is up to date before connecting to a chassis for diagnostics or attempting to update any software.**

1. Process a PVP file for the chassis
  - a. Open PACCAR Vehicle Pro.
  - b. Enter the chassis number.
  - c. Select SAVE AND CONTINUE.
  - d. Select SUBMIT.
2. Connect a battery charger during programming.
3. Update PCI-2 software using DAVIE4
  - a. Connect DAVIE4 using NEXIQ adapter and 9-pin diagnostic connector.
  - b. Download updated software for PCI-2 following the prompts in DAVIE4.
  - c. Program the PCI-2 with updated software.
4. Clear any faults generated during programming.
5. Run a Vehicle Check. Verify PCI-2 software level.
  - a. Component Group 1020 should show **2465395**
6. Disconnect DAVIE4 and battery charger.

## Links

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[Chassis List](#)

[Customer Letter](#)

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A **PACCAR** COMPANY

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

Date TBD

[First VIN]  
Customer Name  
Address  
City, State Zip



Subject: PSB E322: EMY2024 and EMY2025 CARB MX-13 Software Update

Dear Kenworth Customer,

Your vehicle (listed within this letter) is eligible for a campaign to update engine software. Certain Vehicle Model Year 2025 T680/T880 chassis with CARB2024-compliant PACCAR MX-13 engines will have their engine software updated to NA-110C. This update will reduce inaccurate MIL illumination and/or engine derate and improve uptime.

**Please contact a Kenworth dealership** to schedule an appointment for this work. You can find your nearest Kenworth dealer using the Dealer Locator on our website [www.Kenworth.com](http://www.Kenworth.com) or by scanning the QR code on this letter.

**When contacting your selected Kenworth dealer**, refer to campaign **PSB E322** and the VIN listed on this letter. The work will take approximately **1 hour**, depending on dealer scheduling. There will be no charge to you if completed by **2/1/2026**. We apologize for this inconvenience but ask for your cooperation to ensure your continued satisfaction with Kenworth products.

|                                           |                                                                            |
|-------------------------------------------|----------------------------------------------------------------------------|
| <b><i>The problem is...</i></b>           | <b>Inaccurate MIL illumination and/or engine derate.</b>                   |
| <b><i>What your dealer will do...</i></b> | <b>Update engine software.</b>                                             |
| <b><i>What you must do ...</i></b>        | <b>Contact your Kenworth Dealer to schedule an appointment for repair.</b> |

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 campaign. Please contact your Kenworth dealer for more information.

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](mailto: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

If you no longer own this vehicle, please email the last 8 digits of the VIN and the new owner's name and address to [Kenworth.Campaigns@paccar.com](mailto:Kenworth.Campaigns@paccar.com) so we can update our records

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

Thank you,

Kenworth Customer Service



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VIN: [VIN List]