

PSB E327: PACCAR MX-11 and MX-13 OBD Software Update

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

Number

E327

Description

PSB E327: PACCAR MX-11 and MX-13 OBD Software Update

Subject

PACCAR MX-11 and MX-13 OBD Software Update

Date

2/26/2025

Condition

Vehicles equipped with PACCAR MX engines with Engine Software Version NA202 or NA206 may display a dash STOP lamp incorrectly. PCI-2 software on these chassis must be reverted from NA202 to NA201 (Pack 2 injectors) or from NA206 to NA191 (Pack 1 injectors) to prevent incorrect STOP lamp display.

Chassis Affected

6,443 (5,728 US and 715 Canada) Vehicle Model Year 2020-2025 T680 / T880 / W990 / L770 chassis equipped with PACCAR MX series engines built from 08/02/2019 through 01/24/2024.

Action

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 **E327** 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 **E327** campaign code prior to performing this repair.

4. Follow the procedures to update PCI-2 software.

Warranty

Warranty

For updates completed through 03/01/2026, Kenworth will pay for labor:

- **0.4 hours** to update engine (PCI-2) software. Use Quick Claim Code **E327**.
- 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 E327 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:	E327	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	2302109PEX
Supplier Code	N/A	SRT Code	B25-07A 0.4 hrs Update PCI-2 software per bulletin procedure E327

Parts

Software Only – no parts required.

Background

Vehicles equipped with PACCAR MX engines with NA202 or NA206 Engine Software may display a dash STOP lamp incorrectly. PCI-2 software on these chassis must be reverted from NA202 to NA201 (Pack 2 injectors) or

from NA206 to NA191 (Pack 1 injectors) to prevent incorrect STOP lamp display.

The software incorrectly reads a software / injector mismatch and displays the STOP lamp.

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.

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 **2429797 (NA191) or 2440380 (NA201)**.
6. Disconnect DAVIE4 and battery charger.

Links

[Chassis List](#)

[Customer Letter](#)
