

# 37-004: PACCAR MX-13 Vehicle Electronic Control Unit Software Update

3/26/2026

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

37-004

## Subject

PACCAR MX-13 Vehicle Electronic Control Unit (VECU3) Software Update

## Whats New Abstract

Certain heavy-duty chassis equipped with a PACCAR MX-13 engine are eligible for a Vehicle Electronic Control Unit (VECU3) software update.

## Condition

The latest VECU3 software update for PACCAR MX-13 engines now includes compliance data reporting.

## Chassis Affected

97 (77 US and 20 Canada) vehicle model year 2024-2026 T680 / T880 manufactured between 06/26/2023 and 09/04/2025 equipped with a PACCAR MX-13 engine

## 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 37-004 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 next to the 37-004 campaign code prior to performing this repair.
4. Follow the procedures in the Attachments section to update the software on the VECU3, CSG2, and Digital Display (DD2).

## Warranty

Starting on **03/26/2026** and for repairs completed by **04/01/2027**, Kenworth will pay for labor:

- **0.5 hours** of labor to update software on the DD2, CSG2, and VECU3 per the bulletin procedure. Select Recommended Repair Code **37-004**.



and Digital Display (DD2).

## Attachments

---

[37-004: PACCAR MX-13 VECU3 Software Update Chassis List](#)

[37-004: PACCAR MX-13 VECU3 Software Update Repair Procedure](#)

[37-004: PACCAR MX-13 VECU3 Software Update Customer Letter - English](#)

[37-004: PACCAR MX-13 VECU3 Software Update Customer Letter - French](#)

# 37-004: PACCAR MX-13 Vehicle Electronic Control Unit Software Update

3/26/2026

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

37-004

## Subject

PACCAR MX-13 Vehicle Electronic Control Unit (VECU3) Software Update

## Whats New Abstract

Certain heavy-duty chassis equipped with a PACCAR MX-13 engine are eligible for a Vehicle Electronic Control Unit (VECU3) software update.

## Condition

The latest VECU3 software update for PACCAR MX-13 engines now includes compliance data reporting.

## Chassis Affected

80 vehicle model year 2024-2026 Model 567 / 579 / 589 manufactured between 06/19/2023 and 12/04/2025 equipped with a PACCAR MX-13 engine

## 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 **37-004** 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 next to the **37-004** campaign code prior to performing this repair.
4. Follow the procedures in the Attachments section to update the software on the VECU3, CSG2, and Digital Display (DD2).

## Warranty

Starting on **03/26/2026** and for repairs completed by **04/01/2027**, Peterbilt will pay for labor:

- **0.5 hours** of labor to update software on the DD2, CSG2, and VECU3 per the bulletin procedure. Select Recommended Repair Code **37-004**.

- File an additional claim for extraordinary circumstances. A recommended repair for standard labor must be filed first.
- File the claim within 14 days in accordance with the Warranty Policy.

PRWS CLAIM CODING			
<b>Campaign Code:</b>	37-004	<b>Campaign Type:</b>	Field Repair
<b>Claim Category:</b>	Truck	<b>Repair Type:</b>	Proactive
<b>Customer Concern Code:</b>	173	<b>Causal Code:</b>	95
<b>Corrective Action Code:</b>	23	<b>Responsibility Code:</b>	CAMP
<b>Failure Location:</b>	003-006-003	<b>Causal Part:</b>	Q21-1157-013-013
<b>Supplier Code:</b>	N/A	<b>SRT Code:</b>	<b>B26-13A</b> <b>0.5 hours</b> Bulletin 37-004: PACCAR MX-13 Vehicle Electronic Control Unit (VECU3) Software Update per procedure

## Procedure



### WARNING!

**Repair or maintenance procedures may pose a safety risk in limited circumstances. You must read all procedure steps before performing any work and follow all dealership safety procedures or precautions. Failure to comply may result in death, personal injury, equipment damage, or property damage.**

Please see the Attachments section below for procedures on updating the software on the VECU3,

CSG2, and Digital Display (DD2).

## Attachments

---

[37-004: PACCAR MX-13 VECU3 Software Update Chassis List](#)

[37-004: PACCAR MX-13 VECU3 Software Update Repair Procedure](#)

[37-004: PACCAR MX-13 VECU3 Software Update Customer Letter](#)

XX/XX/2026

Objet : 37-004 – Mise à jour du logiciel de l'unité de contrôle électronique du véhicule avec moteur MX-13 de PACCAR

Date d'expiration : 01/04/2027



## **CAMPAGNE DE SERVICE SUR LE TERRAIN**

Cet avis concerne votre(vos) véhicule(s) dont le(s) NIV(s) se trouve(nt) au bas ou au verso de la présente.

Cher client Kenworth,

Kenworth Truck Company a constaté que certains véhicules de modèles T680 et T880, fabriqués entre le 26/06/2023 et le 04/09/2025, sont admissibles à une mise à jour du logiciel de l'unité de contrôle électronique du véhicule (VECU3).

<b>Quel est le problème ?</b>	Le logiciel VECU3 actuel n'inclut pas le rapport des données de conformité.
<b>Que fera votre concessionnaire ?</b>	Mettre à jour le logiciel du module VECU3.
<b>Que devez-vous faire ?</b>	Communiquer avec votre concessionnaire afin de prendre rendez-vous pour une réparation. Ce service peut nécessiter jusqu'à 1 heure de main-d'œuvre.

Afin de localiser votre concessionnaire le plus près, veuillez balayer le code QR dans le coin supérieur droit de la présente ou consulter le Localisateur de concessionnaire sur [www.Kenworth.com](http://www.Kenworth.com). Au moment de prendre rendez-vous pour ce service, veuillez vous référer à la campagne 37-004 – Mise à jour du logiciel de l'unité de contrôle électronique du véhicule avec moteur MX-13 de PACCAR ainsi qu'au(x) NIV(s) listé(s) à la présente. Ce service sera sans frais s'il est complété avant le 01/04/2027.

Si vous n'êtes plus le propriétaire de ce(s) véhicule(s), veuillez faire parvenir un courriel à [servicebulletins@paccar.com](mailto:servicebulletins@paccar.com) avec le(s) NIV(s) complet(s), ainsi que le nom et l'adresse du nouveau propriétaire.

Nous apprécions l'attention que vous portez à la présente et valorisons votre fidélité envers Kenworth et son réseau de concessionnaires.

Salutations,

Service à la clientèle de Kenworth



A **PACCAR** COMPANY

Kenworth Truck Company  
Customer Service Department  
C/O PACCAR Parts  
750 Houser Way North  
Renton, WA 98057  
(425) 828-5888

XX/XX/2026

Subject: 37-004: PACCAR MX-13 Vehicle Electronic Control Unit Software Update

Expiration Date: 04/01/2027



## **FIELD SERVICE CAMPAIGN**

This notice applies to your vehicle(s) with VIN(s) at the bottom or back of this page.

Dear Kenworth Customer,

Kenworth Truck Company has determined that certain T680 and T880 vehicles manufactured between 06/26/2023 and 09/04/2025 are eligible for a Vehicle Electronic Control Unit (VECU3) software update.

<b>What is the problem?</b>	The current VECU3 software does not include compliance data reporting.
<b>What will your dealer do?</b>	Update the VECU3 module software.
<b>What should you do?</b>	Contact your dealer to schedule a repair appointment. This service may require up to 1 hour of labor.

To locate your nearest dealer please scan the QR code at the top of this letter or use the Dealer Locator at [www.Kenworth.com](http://www.Kenworth.com). When scheduling this service, please refer to campaign 37-004: PACCAR MX-13 Vehicle Electronic Control Unit Software Update and the VIN(s) listed in this letter. There will be no charge to you if completed by 04/01/2027.

If you no longer own the vehicle(s), please send an email to [servicebulletins@paccar.com](mailto:servicebulletins@paccar.com) with the complete VIN(s) and the name and address of the new owner.

We appreciate your attention to this matter and value your loyalty to Kenworth and its dealer network.

Sincerely,

Kenworth Customer Service



Peterbilt Motors Company  
Customer Service Department  
C/O PACCAR Parts  
750 Houser Way North  
Renton, WA 98057  
(425) 828-5888

XX/XX/2026

Subject: 37-004: PACCAR MX-13 Vehicle Electronic Control Unit Software Update

Expiration Date: 04/01/2027



## **FIELD SERVICE CAMPAIGN**

This notice applies to your vehicle(s) with VIN(s) listed at the bottom or back of this page.

Dear Peterbilt Customer,

Peterbilt Motors Company has determined that certain Model 567, 579, and 589 vehicles manufactured between 06/19/2023 and 12/04/2025 are eligible for a Vehicle Electronic Control Unit (VECU3) software update.

<b>What is the problem?</b>	The current VECU3 software does not include compliance data reporting.
<b>What will your dealer do?</b>	Update the VECU3 module software.
<b>What should you do?</b>	Contact your dealer to schedule a repair appointment. This service may require up to 1 hour of labor.

To locate your nearest dealer please scan the QR code at the top of this letter or use Find a Dealer at [www.Peterbilt.com](http://www.Peterbilt.com). When scheduling this service, please refer to campaign 37-004: PACCAR MX-13 Vehicle Electronic Control Unit Software Update and the VIN(s) listed in this letter. There will be no charge to you if completed by 04/01/2027.

If you no longer own the vehicle(s), please send an e-mail to [servicebulletins@paccar.com](mailto:servicebulletins@paccar.com) with the complete VIN(s) and the name and address of the new owner.

We appreciate your attention to this matter and value your loyalty to Peterbilt and its dealer network.

Sincerely,

Peterbilt Customer Service