



A PACCAR COMPANY

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

Date of Letter

Subject: PSB E269 - PACCAR MX-13 EPA13 EMY 2015B On-Board Diagnostic (OBD) system issues
EXPIRATION DATE: NONE
The VINs are listed on the back of this page

Scan this QR code to open the Kenworth Dealer Locator.



Customer name
Customer address
City, State ZIP

Dear Kenworth Customer,

Kenworth Truck Company has determined that certain T660, T680, T800, T880, and W900 vehicles equipped with PACCAR MX-13 EPA 2013 Engine Model Year 2015B engines, manufactured from 06/02/2014 through 01/15/2016 fail to conform to emission control requirements.

If you no longer own this vehicle, we would appreciate your advising us of the new owner if you know their name and address using the contact information below.

Your vehicle has been identified as having an affected emission control system. These repairs, including engine software, and labor, will be performed at no charge to you. If this repair is not completed, it may cause the vehicle to fail a vehicle inspection when such tests are required under state law.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

The problem is...	On-Board Diagnostic (OBD) system issues.
What your dealer will do...	Update the engine software to resolve OBD system issues.
What you must do ...	Contact your Kenworth Dealer to schedule an appointment for repair

Kenworth has initiated a recall to remedy the defect at no charge to you. Please contact your Kenworth dealer to schedule an appointment for these services. To find your Kenworth dealer, please visit Dealer Locator at www.Kenworth.com or scan the QR code. This repair may take up to **1.0 hour** of labor depending on vehicle configuration and dealer scheduling.

If you desire any customer-specific parameter changes to be made during this visit, please request them when making the service appointment or dropping off the vehicle. When the software is updated, the parameter change will be made.

For vehicles registered in California: after the recall repair is completed at the dealership, the registered owner will be given a Proof of Correction certificate by the service provider. This certificate will be provided to the registered owner only. If the registered owner is not present during the repair, the owner will need to provide a mailing address for the Proof of Correction to be mailed to. Please save the Proof of Correction certificate, as it will be required as a condition for registering 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 require further information about this recall 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 with the bulletin number in the subject line

Mail: Kenworth Truck Company, P.O. Box 1000, Kirkland, WA 98083-1000, Attn: Customer Service Department

Phone: 425-828-5888

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

E269: PACCAR MX-13 Engine Model Year 2015B Emissions Recall

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

Number

E269

Section

Engine

Subject

PACCAR MX-13 Engine Model Year 2015B Emissions Recall

Date

7/20/2021

Condition

PACCAR MX-13 EPA13 EMY 2015B On Board Diagnostics (OBD) system readiness, DEF doser diagnostics, and other OBD system software related issues.

Chassis Affected

9,634 chassis (8,437 U.S. and 1,197 Canada) T660, T680, T800, T880, and W900 chassis built from 06/02/2014 through 01/15/2016 equipped with PACCAR MX-13 EPA 2013 Engine Model Year 2015B.

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. If you are not using Service Management to start repair orders, review SIR for "Complete" or "In Process" next to the "E269" campaign code prior to performing this repair.
3. Follow the procedures below to update the engine software to the latest available revision.



CAUTION

Dealers that release trucks on the chassis list without completing the actions described below may face liability for progressive damage.

**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 at dealer net plus applicable mark-up and labor:

California Registered chassis

- 0.6 hours labor to for **California registered chassis** to update the PCI software, install the emissions decal, and complete the California POC Certificate per bulletin E192. Use Quick Claim Code E269A.

Non-California Registered Chassis

- 0.5 hours labor to for **Non-California registered chassis** to update the PCI software. Use Quick Claim Code E269B.

**NOTE**

This software update is not expected to trigger a DTC. Diagnosis of DTCs is not covered by this campaign without providing a report showing the DTCs that were present prior to the software update.

- File an additional claim for extraordinary circumstances. A quick claim for standard labor must be filed first.
- Issues that are a result of the use of DAVIE4 software versions that are less than the currently released version will not be covered by warranty.
- File the claim within 14 days in accordance with Warranty Policy [CA009](#).

Kenworth dealers may perform E269 repairs on Peterbilt chassis, but Quick Claims do not apply. For Peterbilt chassis repairs, file a long claim form and use the claim codes below.

Take-Off Parts Disposition: N/A

PRWS CLAIM CODING			
Campaign Code:	E269s	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	
Supplier Code	Only required if Responsibility Code is CampSupp	SRT Code	<p>045-986 0.4 hrs. Download new software to PCI.</p> <p>045-967 0.1 hrs. Processing Davie file through PVP for programming.</p> <p>CRB-999 0.1 hrs. Complete California POC form for California registered chassis</p>

CLAIM CODING			
Failure Location:	045-021-993	Work Accomplished:	58
Failure Type:	363	Responsibility Code:	01
SRT Code:	045-986 0.4 hrs. Download new software to PCI. 045-967 0.1 hrs. Processing Davie file through PVP for programming. CRB-999 0.1 hrs. Complete California POC form for California registered chassis	Claim Type:	F
		Campaign Field:	E269

Parts

Parts are available from PACCAR Parts.

The 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.

**NOTE**

This software update is not expected to trigger a DTC. Diagnosis of DTCs is not covered by this campaign without providing a report showing the DTCs that were present prior to the software update.

Ensure DAVIE4 is up-to-date.

1. Update the engine software. Refer to bulletin [E134](#) for information about programming a PACCAR MX engine.
IMPORTANT! All MX engine or aftertreatment software files must be processed through PACCAR Vehicle Pro (PVP) prior to programming with DAVIE4.
2. For California registered chassis, complete the California POC Certificate per bulletin [E192](#) and install the repair label, p/n Y53-6107, in the driver's door jamb.
 - o Use Recall code **0072**
 - a. Fill out the Y53-6107 label fields.

The diagram shows a vertical rectangular label titled "REPAIR PROOF OF COMPLETION". It has four main sections for data entry, each with an arrow pointing to it from the right and a corresponding instruction:

- RECALL CODE**: Arrow points to the field. Instruction: "Use recall code 0072".
- DEALER CODE**: Arrow points to the field. Instruction: "Use your dealer's code".
- REPAIR DATE**: Arrow points to the field. Instruction: "Use the date the repair was completed".
- BULLETIN NUMBERS**: Arrow points to the field. Instruction: "Enter the appropriate bulletin number".

At the bottom of the label, the PACCAR logo is on the left and the part number "Y53-6107" is on the right.

- b. Place the label in the doorjamb. If there is no room in the driver's doorjamb, the label can be installed in the passenger's doorjamb. The images below show how the labels can be installed in various doorjamb.
- c. Install the clear overlay (part number Y53-6108) over the label.



Links

[Dealer\Chassis List](#)

[U.S. Customer Letter](#)

 [Canada Customer Letter](#)

Authored by: OF

E269 - PACCAR MX-13 Engine Model Year 2015B OBD Emissions Compliance Software Update

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

Number

E269

Section

Engine-MX - 45

Subject

PACCAR MX-13 Engine Model Year 2015B OBD Emissions Compliance Software Update

Date

7/20/2021

Condition

An engine software update is required to resolve OBD system readiness, DEF doser diagnostics, and other OBD system software related issues.

Chassis Affected

7964 (7034 U.S. and 930 Canada) 365, 367, 384, 386, 389, 567, 579 and 587 models equipped with PACCAR MX-13 engines that were manufactured from 05/18/2015 through 12/28/2015.

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. If you are not using Service Management to start repair orders, review SIR for "Complete" or "In Process" next to the " E269" campaign code prior to performing this repair.
3. Follow the procedures below to update engine software.



CAUTION

Dealers that release trucks on the chassis list without completing the actions described below may face liability for progressive damage.


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 campaign, though the repair instructions may be superseded by future engine software enhancement bulletins. Peterbilt will pay for labor:

California Registered Chassis

- 0.6 hours labor for chassis registered in California. Update the PCI software (045-986), install the emissions decal, and complete the California POC Certificate per bulletin [E192](#) (CRB-999). Use Quick Claim Code E269A.

Non- California Registered Chassis

- 0.5 hours labor to update the PCI software (045-986). Use Quick Claim Code E269B.


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

- File a long form claim for extraordinary circumstances. A quick claim for standard labor must be filed first.
- Issues that are a result of the use of DAVIE4 software versions that are less than the currently released version will not be covered by warranty.
- File the claim within 14 days in accordance with Warranty Policy.

Peterbilt dealers may perform E269 repairs on Kenworth chassis, but Quick Claims do not apply. For Kenworth chassis repairs, use the long form claim and refer to the claim codes below.

PRWS CLAIM CODING			
Campaign Code:	E269	Campaign Type	Field Repair
Claim Category:	Engine	Repair Type	Proactive
Customer Concern Code	173	Causal Code	A1
Corrective Action Code	12	Responsibility Code:	Camp
Display in SIR	Always Visible	Causal Part	ESF106521203041917
Failure Location	045-021-993	SRT Code	<p>045-986 0.4 hrs download new software to PCI</p> <p>045-967 0.1 hrs Process DAVIE4 file through PVP</p> <p>CRB-999 0.1 hrs Complete California POC form for California registered chassis.</p>

CLAIM CODING			
Failure Location:	045-021-993	Work Accomplished:	69
Failure Type:	700	Responsibility Code:	09
SRT Code:	045-986 0.4 hrs download new software to PCI 045-967 0.1 hrs Process DAVIE4 file through PVP CRB-999 0.1 hrs Complete California POC form for California registered chassis.	Claim Type:	A
Supplier	N/A	Campaign Field:	E269

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.


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 were not present prior to the software update.</p>

Ensure DAVIE4 is up-to-date.

1. Update the engine software. Refer to Bulletin [E134](#) for information about programming a PACCAR MX engine.

IMPORTANT! All MX engine or aftertreatment software files must be processed through PACCAR Vehicle Pro (PVP) prior to programming with DAVIE4.

2. For California registered chassis, complete the California POC Certificate per bulletin [E192](#) and install the repair label, p/n Y53-6107, in the driver's door jamb.
 - Use Recall code **0072**
 - a. Fill out the Y53-6107 label fields.

REPAIR PROOF OF COMPLETION	
RECALL CODE	Use recall code 0072
DEALER CODE	Use your dealer's code
REPAIR DATE	Use the date the repair was completed
BULLETIN NUMBERS	Enter the appropriate bulletin number

PACAR Y53-6107

- b. 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 jambs.
- c. Install the clear overlay (part number Y53-6108) over the label.





Links

[Chassis List](#)

[US Customer Letter](#)

[Canada Letter - English](#)

[Canada Letter - French](#)

Authored by PR



Date TBD

EMISSIONS RECALL

This notice applies to your vehicle. Your VIN(s) can be found on the bottom or back of this page.

Subject: PSB E269– PACCAR MX-13 EPA13 EMY 2015B On-Board Diagnostic (OBD) system issues
EXPIRATION DATE: NONE

Dear Peterbilt Customer,

Peterbilt has determined that you may own a vehicle with an Engine Model Year 2015B PACCAR MX-13 engine manufactured from May 18, 2015 through December 28, 2015 that does not conform to emissions control requirements.

If you no longer own this vehicle, we would appreciate you using the below contact information to advise us of the new owner's name and address.

Your vehicle has been identified as having an emission control system that may not comply with applicable requirements. Repairs to your vehicle, including any engine software update or labor, 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 recall notice forward a copy of this notice to the lessee within ten days.

What is the problem?	On-Board Diagnostics (OBD) system issues.
What will your dealer do?	Update the engine software to resolve OBD system issues.
What should you do?	Contact your Peterbilt Dealer to schedule an appointment for repair.

Peterbilt Motors Company has initiated a recall to remedy the defect at no charge to you. Please contact your Peterbilt dealer to schedule an appointment for these services. To find your Peterbilt dealer, please visit the Dealer Locator at www.Peterbilt.com or scan the QR code. This repair may take up to 1.0 hours of labor depending on vehicle configuration and dealer scheduling.

If you desire any customer-specific parameter changes to be made during this visit, please request them when making the service appointment or delivering the vehicle to the dealer. When the software is updated, the parameter change will be made

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 owner will need to provide the registered owner's mailing address to the dealership for mailing 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 require further information about this recall, reimbursement of a pre-notification remedy associated with this recall, or experience any difficulty in making arrangements for this repair, please contact: Peterbilt Motors Company, 1700 Woodbrook St, Denton, TX 76205, Attn: Customer Services Department.

We apologize for any inconvenience this may cause and thank you for your participation in helping Peterbilt provide the highest levels of customer satisfaction and service expertise. We value your business and appreciate your ongoing loyalty to Peterbilt and its dealer network. Industry-leading quality, performance and reliability are hallmarks of Peterbilt products, and we thank you for making Peterbilt your truck of choice.

Sincerely,

Michelle Ponsonby
Director of Customer Service
Peterbilt Motors Company

