

Select the date.

CAMPAIGN LETTER

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

Subject: Field Repair Notice R2202 Engine Software and Label Retrofit - Engine Model Year 2023 567, 579, and 520 Chassis
EXPIRATION DATE: 12/31/2022

Dear Peterbilt Customer,

Peterbilt is offering improved production level parts for certain vehicles equipped with pre-production Model 2023 engines. You have been identified as owning one or more such vehicles and are eligible for a campaign to upgrade the engine software, VECU software, and Digital Display software with newer production software to ensure optimal performance. The engine label will also need to be replaced. A Clean Idle label also needs to be added to these vehicles to be compliant for operation in the state of California.

The engine software and label involved in this upgrade are emissions related by regulation. The emissions exemption for your vehicle expired on 12/31/2022. The repair must be completed by the exemption expiration date to avoid the possibility of civil fines. In addition, owners may be required to discontinue operation of the vehicle until the retrofit is completed.

What is Peterbilt improving?

Your pre-production vehicle is eligible for upgraded software and an engine label.

What will this improvement do?

Update the pre-production software and engine label to current production level.

What should you do?

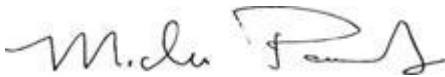
Contact your dealer immediately to schedule an appointment.

Please contact a Peterbilt dealership to schedule an appointment for this improvement. To find your Peterbilt dealer, please visit the Dealer Locator at www.Peterbilt.com or scan the QR code. When contacting your Peterbilt dealer, refer to campaign R2202 and the VIN(s) listed in this letter. The work for this improvement will take approximately 2.0 hours of labor depending on vehicle configuration and dealer scheduling. This repair will be done at no charge to you.

If you no longer own this vehicle, we would appreciate your advising us of the new owner. Please send all known ownership and address changes to PBDiv.Warranty.Docs@paccar.com.

We look forward to the opportunity to deliver this product improvement as part of our effort to 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

Scan this QR code to open the
Peterbilt Dealer Locator.



R2202: PACCAR MX Engine Model Year 2023 Pre-Production Retrofit

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

Number

R2202

Description

R2202: PACCAR MX Engine Model Year 2023 Pre-Production Retrofit

Subject

R2202: PACCAR MX Engine Model Year 2023 Pre-Production Retrofit

Date

1/3/2023

Condition

Peterbilt has determined that certain pre-production vehicles had an emissions exemption expiration date of 12/31/2022. These vehicles must have their engine, VECU, and Digital Display software updated to production levels and their Engine Emissions label replaced.



NOTE

A Clean Idle label must also be installed on all chassis within this campaign.

Chassis Affected

10 Model 520, 567, and 579 chassis equipped with a Model Year 2023 PACCAR MX engine.

Action

Campaign

Service all chassis affected that enter your dealership, even if the customer has no issue with the chassis.

- Review the attached chassis list for your dealer code and schedule your customer(s) for service if their chassis is on the list.
- Confirm with the customer that your dealership will be the repairing location before ordering the Engine Emissions label and Clean Idle label.
- **Confirm that chassis-specific Engine Emissions Label and Clean Idle Label have arrived before scheduling the customer for repairs.** See procedures section for TCS365 label ordering information.

- In Service Management, select Campaign **R2202** 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.
- If you are not using Service Management to start repair orders, review SIR for “Complete” next to the **R2202** Campaign code prior to performing this repair.

Follow the procedures below to update the vehicle software and install new Engine Emissions and Clean Idle labels.

This exemption expired on 12/31/2022.

Vehicle owners could receive civil fines per regulation 40 CFR 19.4 up to \$5,580 per engine. In addition, owners may be required to discontinue operation of the vehicle until the retrofit is completed.

Warranty

There is no time or mileage limit to this campaign. **The emissions exemption for affected vehicles expired on 12/31/2022.** To avoid possible fines, it must be completed immediately. Peterbilt will pay for parts (labels) at dealer net plus applicable mark-up and labor:

- 0.7 hours labor to update the engine PCI-2 software, VECU software, and Digital Display software using DAVIE4. When the MX Engine Controllers are programmed, they will need to have non-volatile memory (power down memory) cleared.
- 0.4 hours labor to complete TCS cases, replace the Engine Emissions label (includes cleaning off old label), install Clean Idle label, and submit photos of labels.
- Use Quick Claim Code R2202 for all labor.
- See the “Procedure” section of this bulletin for Clean Idle label location guides for Model 520 and 2.1m cab models.
- File an additional claim for extraordinary circumstances. A quick claim for standard labor must be filed first.
- File the claim within 14 days in accordance with the Warranty Policy.

For cross division repairs, refer to Warranty Policy Bulletin: Repair of Non-Peterbilt Vehicle with the PACCAR MX Engine.

Take photos of the new labels after installation and attach them to the warranty claim.

Claims filed without these photos may be denied.

PRWS CLAIM CODING			
Campaign Code:	R2202	Campaign Type	Retrofit
Claim Category:	Engine	Repair Type	Proactive
Customer Concern Code	173	Causal Code	A1
Corrective Action Code	12	Responsibility Code:	CAMPAIGN
Failure Location	053-005-021	Causal Part	MXENGINELABEL
Supplier Code	N/A	SRT Codes	<p>B22-02A</p> <p>0.7 hrs - Update software on PCI-2, VECU, and Digital Display per bulletin procedure.</p> <p>B22-02B</p> <p>0.4 hrs - Labor for completing TCS cases, replacing required labels, and completing label requirements per bulletin procedure.</p>

Parts

An Engine Label and Clean Idle Label are required for this Campaign.

Take photos of the new labels after installation and attach these photos to the warranty claim.

Claims filed without these photos may be denied.

Quantity	Part Number	Description
1	MXENGINELABEL	Engine Emissions Label
1	Y53-1075	PACCAR Engine Clean Idle Label

A TCS365 case for this bulletin is required to order the appropriate labels.

This label will only be attached to the vehicle **after** the software update has been verified.

See Procedures below for the TCS365 case creation guides.

Procedure

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



NOTE

This Procedure will require 3 TCS cases:

1. Engine Emissions Label Request
2. Clean Idle Label Request
3. Expert Rights Request (rights will only be active for 24 hours)

1. Order Engine Emissions Label and Clean Idle Label for the specific chassis by opening 2 separate TCS365 cases (see case creation guides below). Labels will be sent overnight from PACCAR Parts.
2. Ensure Engine Emissions Label and Clean Idle label have arrived before programming vehicle modules. Labels must be ordered through TCS365 and will be shipped overnight to dealers. See below for case creation guides.
3. Ensure DAVIE4 is up to date.
4. Request expert rights (active for 24 hours) through TCS365. See case creation guide below. Once expert rights have been granted, log out of DAVIE4 and ePortal. Log back in and verify expert rights are active.
5. Connect battery charger to vehicle during programming.
6. Connect DAVIE4 to the chassis.
 - Connect to 9-pin diagnostic connector

- Connect to Ethernet connector






7. Download new software for the PCI-2, VECU, and Digital Display.
8. Install software following the prompts in DAVIE4.
 - Choose YES to clear power down memory (with expert rights enabled)
 - Refer to bulletin E134 for information about programming a PACCAR MX engine.
9. After programming software to the vehicle, verify the Software values are as follows: (Please ensure the software component group numbers update to what is shown below.)
 - PCI: 1083 = **2395XXX** (where XXX is HP rating)
 - VECU: 1220 = **2397054**
 - Digital Display: 1027 = **2395936**
10. Clear DTCs in all modules.

11. Disconnect DAVIE4

12. Apply the Engine Emissions Information label to the engine air horn and the Clean Idle label to the driver's door of the vehicle as shown below.


NOTE
Engine Emissions and Clean Idle labels are chassis specific. It is the dealer's responsibility to attach the correct labels to each chassis. Mismatched labels can result in regulatory fines.

13. Take photos of the new labels after installation and attach them to the warranty claim.

TCS365 Case Creation Guide for ordering Engine Emissions Label

This label comes from PACCAR Parts Special Orders.

1. Open TCS365 in Google Chrome or Microsoft Edge.
2. Select: Order Support / Order Inquiry.
3. Select Case Type: Place an Order.
4. Select Case Category: Labels
5. On the Place an Order page, fill in the following required fields as follows and fill in the other fields as appropriate:
 - Account Name: As appropriate for your dealer
 - Vehicle Year: 2023
 - Subject: R2202 Label Order
 - Dealer PO #: As appropriate for your dealer
 - Part Number: MXENGINELABEL
 - Vehicle OEM: select from drop-down list
 - Vehicle Chassis Number: enter last 8 of VIN

TCS365 Case Creation Guide for ordering Clean Idle Label

This label comes from PACCAR Parts Special Orders.

1. Open TCS365 in Google Chrome or Microsoft Edge.
2. Select: Order Support / Order Inquiry.
3. Select Case Type: Place an Order.
4. Select Case Category: Labels.
5. On the Place an Order page, fill in the following required fields as follows and fill in the other fields as appropriate:

Account Name: appropriate for your dealer

 - Subject: R2202 Engine Software and Label Retrofit
 - Description: Clean Idle Label needed for R2202
 - Vehicle OEM: Select from drop down menu

- Vehicle Chassis Number: Last 8 of VIN
- Vehicle Year: Model Year
- Dealer PO#: PO Number
- Label Part Number: Y53-1075 (Clean Idle Label)

When the labels arrive, call the customer in and obtain expert rights with a TCS365 case.

TCS365 Case Creation Guide for ordering Expert Rights

Follow this guide to create a TCS365 case for this bulletin to ensure the case routes to the appropriate personnel.

1. Open TCS365 in Google Chrome or Microsoft Edge.
2. Select: Vehicle Support | Technical Assistance.
3. Select Case Type: Powertrain Support
4. Select Case Category: PCI Password / Expert Level Rights Request.
5. On the Powertrain Support page, fill in the following fields as shown and fill in the other fields as appropriate:
 - Account Name: appropriate for your dealer
 - Area of Concern: Software / Programming
 - Repair Order Number: As Appropriate
 - Odometer: Current vehicle Miles/Kilometers
 - Provided Engine SN
 - Subject: R2202 Engine Software and Label Retrofit
 - Description: Retrofit for Engine MY23 Software and Label
 - Area of Concern: Software/Programming
 - Vehicle OEM: Select from drop down menu
 - Vehicle Chassis Number: Last 8 of VIN
 - Vehicle Year: Model Year

When opening the TCS case, provide your **DAVIE4 username** and request **expert rights** to clear power down memory during programming.



NOTE

Do not attach the new Engine Emissions Label or Clean Idle Label until the software update has been verified.

Engine Emissions and Clean Idle labels are chassis specific. It is the dealer's responsibility to attach the correct labels to each chassis.

Mismatched or improper Emissions labels could make dealers and drivers/owners liable for fines from regulatory agencies.

Engine Emissions label placement:

MX-13:



MX-11:



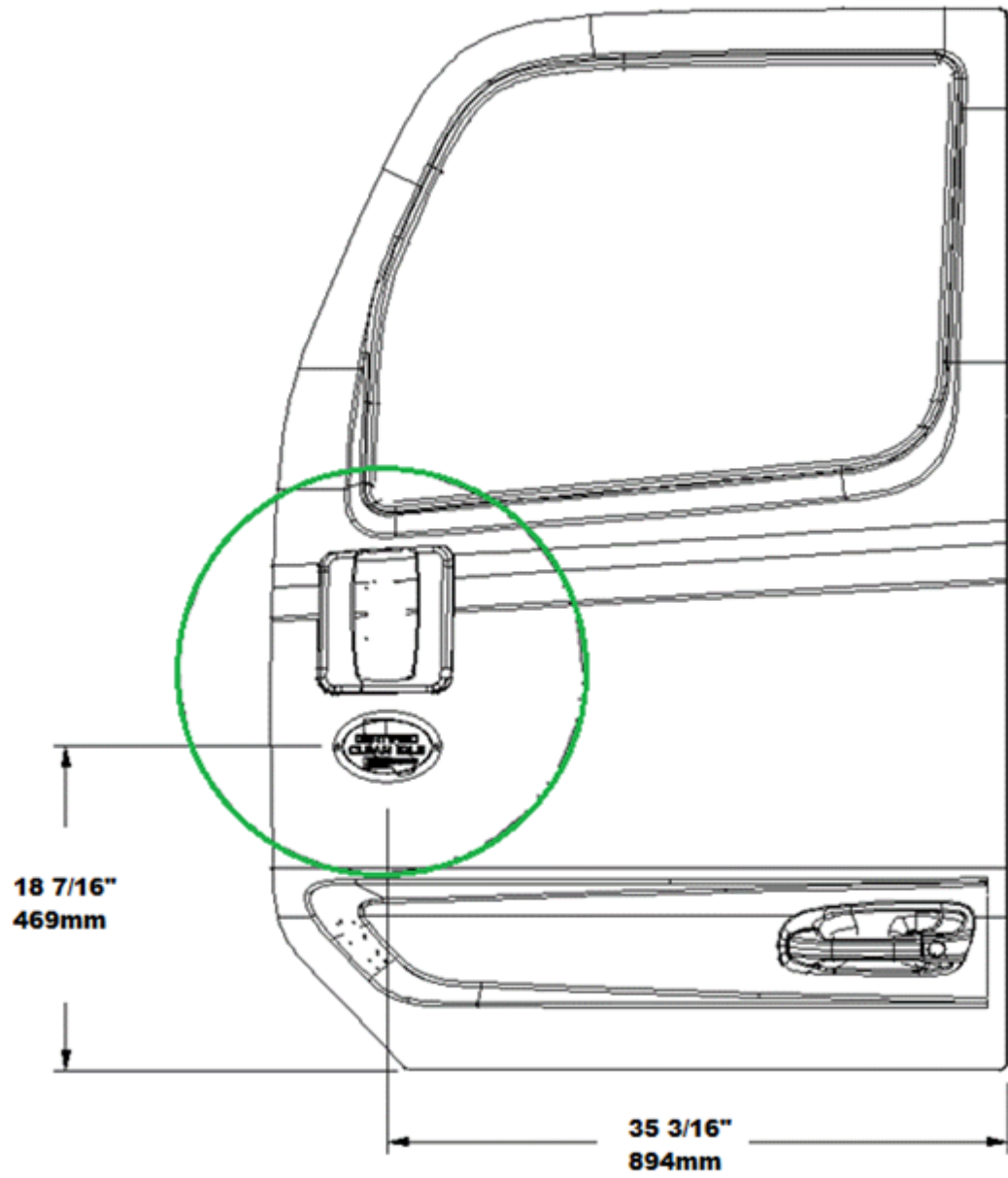
Clean Idle Label placement:



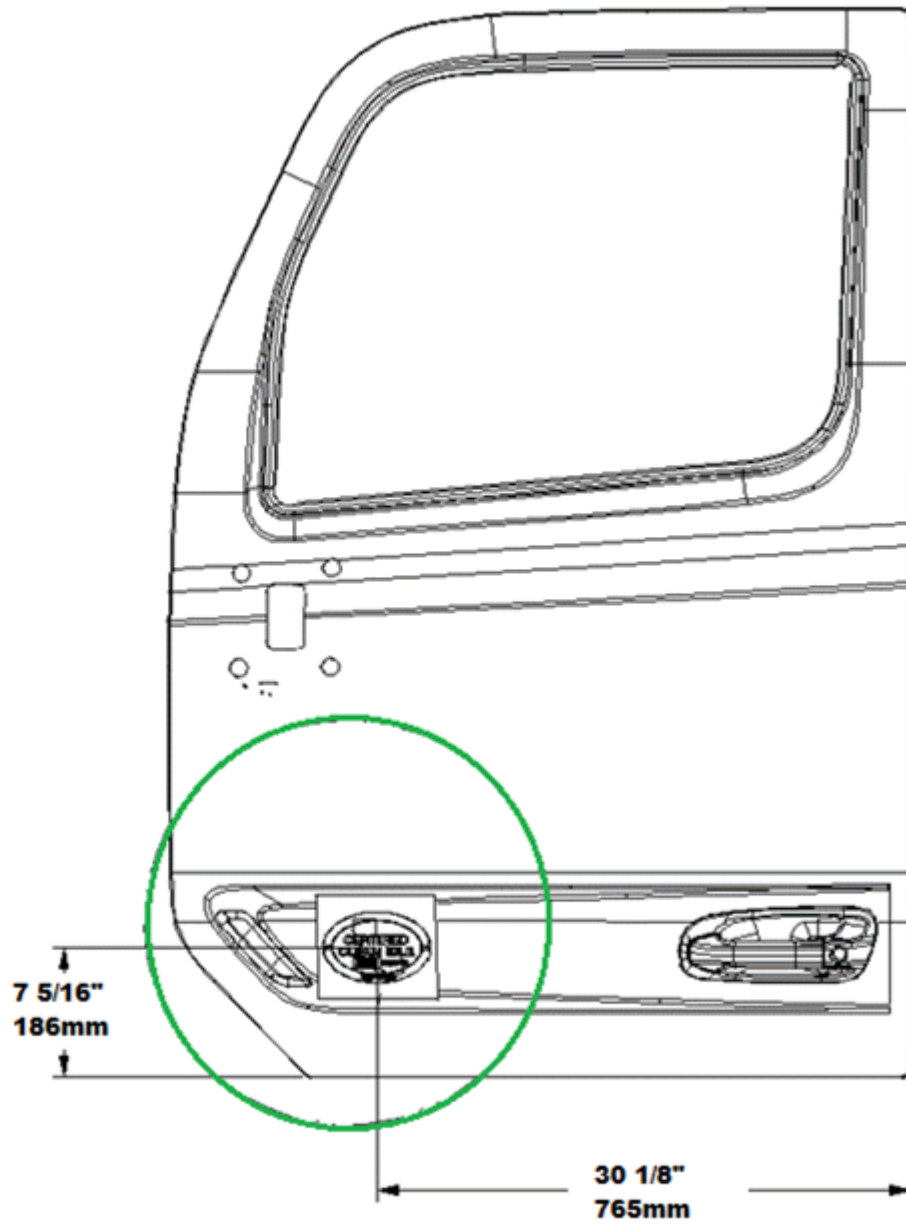
520 Model:



2.1m cab upper placement of Clean Idle sticker:



2.1m cab lower placement of Clean Idle sticker:



Links

[Chassis List](#)

Authored by D. Cook

R2202: PACCAR MX Engine Model Year 2023 Pre-Production Retrofit

1/12/2023

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

R2202

R2202: PACCAR MX Engine Model Year 2023 Pre-Production Retrofit

Subject

R2202: PACCAR MX Engine Model Year 2023 Pre-Production Retrofit

Whats New Abstract

The emissions exemption expired on 12/31/2022 for certain pre-production vehicles equipped with PACCAR Model Year 2023 MX engines. Production-level engine, VECU, and Digital Display software is now available to make these vehicles compliant. New Engine Emissions and Clean Idle labels will be installed

Condition

Kenworth has determined that certain pre-production vehicles had an emissions exemption expiration date of 12/31/2022. These vehicles must have their engine, VECU, and Digital Display software updated to production levels and their Engine Emissions label replaced.

NOTE: A Clean Idle label must also be installed on all chassis within this campaign.

Chassis Affected

11 Model T680, T680 NextGen, and T880 chassis equipped with a Model Year 2023 PACCAR MX engine.

Action

Campaign

Service all chassis affected that enter your dealership, even if the customer has no issue with the chassis

- Review the attached chassis list for your dealer code and schedule your customer(s) for service if their chassis is on the list.
- Confirm with the customer that your dealership will be the repairing location before ordering the engine label.

- Confirm that the chassis-specific Engine Emissions Label and Clean Idle Label have arrived before scheduling the customer for repairs. See the procedures section for TCS365 label ordering information.
- In Service Management, select Campaign **R2202** 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.
- If you are not using Service Management to start repair orders, review SIR for “Complete” next to the **R2202** Campaign code prior to performing this repair.
- Follow the procedures below to update the vehicle software and install new Engine Emissions and Clean Idle labels.

This exemption expired on 12/31/2022.

Vehicle owners could receive civil fines per regulation 40 CFR 19.4 up to \$5,580 per engine. In addition, owners may be required to discontinue operation of the vehicle until the retrofit is completed.

Warranty

There is no time or mileage limit to this campaign. The emissions exemption for affected vehicles expired on 12/31/2022. To avoid possible fines, it must be completed immediately. Kenworth will pay for parts (labels) at dealer net plus applicable mark-up and labor:

- 0.7 hours labor to update the engine PCI-2 software, VECU software, and Digital Display software using DAVIE4. When the MX Engine Controllers are programmed, they will need to have non-volatile memory (power-down memory) cleared.
- 0.4 hours labor to complete TCS cases, replace the Engine Emissions label (includes cleaning off old label), install Clean Idle label, and submit photos of labels.
- Use Quick Claim Code **R2202** for all labor.
- See the “Procedure” section of this bulletin for Engine and Clean Idle label location guides for T680 and T880 models.
- File an additional claim for extraordinary circumstances. A quick claim for standard labor must be filed first.
- File the claim within 14 days in accordance with Warranty Policy [CA009](#).

Kenworth dealers may perform R2202 repairs on Peterbilt chassis, but Quick Claims do not apply. For Peterbilt chassis repairs, use the long claim input form.

Take photos of the new labels after installation and attach them to the warranty claim.

Claims filed without these photos may be denied.

PRWS CLAIM CODING			
Campaign Code:	R2202	Campaign Type	Retrofit
Claim Category:	Engine	Repair Type	Proactive
Customer Concern Code	173	Causal Code	A1
Corrective Action Code	12	Responsibility Code:	Camp
Failure Location	053-005-021	Causal Part	MXENGINELABEL
Supplier Code	N/A	SRT Code	<p>B22-02A 0.7 hrs Update software on VECU, PCI-2, and Digital Display per bulletin procedure.</p> <p>B22-02B 0.4 hrs Labor for completing TCS cases, replacing required labels, and completing label requirements per bulletin procedure.</p>

An Engine Emissions Label and Clean Idle Label are required for this campaign. Labels must be ordered and received before scheduling the customer for repair.

Take photos of the new labels after installation and attach them to the warranty claim.

Claims filed without these photos may be denied.

Quantity	Part Number	Description
1	MXENGINELABEL	Engine Emissions Label
1	Y53-1075	PACCAR Engine Clean Idle Label


TCS365 cases for this bulletin are required to order the appropriate labels.

Labels will only be attached to the vehicle **after** the software update has been verified.

See Procedures below for the TCS365 case creation guides.

Procedure

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

 NOTE
This procedure will require 3 separate TCS365 cases: <ol style="list-style-type: none">1. Engine Label Request2. Clean Idle Label Request3. Expert Rights Request (rights will only be active for 24 hours)

1. Order Engine Emissions Label and Clean Idle Label for the specific chassis by opening 2 separate TCS365 cases (see case creation guides below). Labels will be sent overnight from PACCAR Parts.
2. Ensure Engine Emissions Label and Clean Idle label have arrived before programming vehicle modules. Labels must be ordered through TCS365 and will be shipped overnight to dealers. See below for case creation guides.
3. Ensure DAVIE4 is up to date.
4. Request expert rights (active for 24 hours) through TCS365. See case creation guide below. Once expert rights have been granted, log out of DAVIE4 and ePortal. Log back in and verify expert rights are active.

5. Connect battery charger to vehicle during programming.

6. Connect DAVIE4 to the chassis.


- Connect to 9-pin diagnostic connector
- Connect to Ethernet connector





7. Download new software for the PCI-2, VECU, and DD.
8. Install software following the prompts in DAVIE4.
 - Choose YES to clear power down memory (with expert rights enabled)
 - Refer to bulletin E134 for information about programming a PACCAR MX engine.
9. After programming software to the vehicle, verify the Software values are as follows: (Please ensure the software component group numbers update to what is shown below.)
 - PCI: 1083 = 2395XXX (where XXX is HP rating)
 - VECU: 1220 = 2397054
 - DD: 1027 = 2395936
10. Clear DTCs in all modules.
11. Disconnect DAVIE4

12. Apply the Engine Emissions Information label to the engine air horn and the Clean Idle label to the driver's door of the vehicle as shown below.

 NOTE
Engine Emissions and Clean Idle labels are chassis specific. It is the dealer's responsibility to attach the correct labels to each chassis. Mismatched labels can result in regulatory fines.

13. **Take photos of the new labels after installation and attach them to the warranty claim.**

TCS365 Case Creation Guide for ordering Engine Emissions Label

This label comes from PACCAR Parts Special Orders.

1. Open TCS365 in Google Chrome or Microsoft Edge.
2. Select: Order Support / Order Inquiry.
3. Select Case Type: Place an Order.
4. Select Case Category: Labels
5. On the Place an Order page, fill in the following required fields as follows and fill in the other fields as appropriate:
 - Account Name: As appropriate for your dealer
 - Vehicle Year: 2023
 - Subject: R2202 Label Order
 - Dealer PO #: As appropriate for your dealer
 - Part Number: MXENGINELABEL
 - Vehicle OEM: select from the drop-down list
 - Vehicle Chassis Number: enter the last 8 of VIN

TCS365 Case Creation Guide for ordering Clean Idle Label

This label comes from PACCAR Parts Special Orders.


1. Open TCS365 in Google Chrome or Microsoft Edge.
2. Select: Order Support / Order Inquiry.
3. Select Case Type: Place an Order.
4. Select Case Category: Labels
5. On the Place an Order page, fill in the following required fields as follows and fill in the other fields as appropriate:
 - Account Name: As appropriate for your dealer
 - Subject: R2202 Engine Software and Label Retrofit
 - Description: Clean Idle Label needed for R2202
 - Vehicle OEM: Select from the drop-down menu
 - Vehicle Chassis Number: Last 8 of VIN
 - Vehicle Year: Model Year
 - Dealer PO#: PO Number
 - Label Part Number: Y53-1075 (Clean Idle Label)

When the labels arrive, call the customer in and obtain expert rights with a TCS365 case.

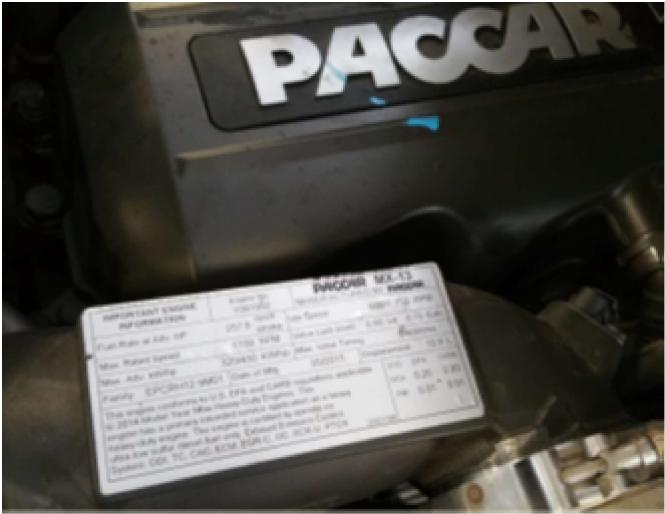
TCS365 Case Creation Guide for requesting Expert Rights

1. Open TCS365 in Google Chrome or Microsoft Edge.
2. Select Vehicle Support | Technical Assistance.
3. Select Case Type: Powertrain Support
4. Select Case Category: PCI Password / Expert Level Rights Request.
5. On the Powertrain Support page, fill in the following fields as shown and fill in the other fields as appropriate:
 - Account Name: As appropriate for your dealer
 - Area of Concern: Software / Programming
 - Repair Order Number: As Appropriate
 - Odometer: Current vehicle Miles/Kilometers
 - Provided Engine SN
 - Subject: R2202 Engine Software and Label Retrofit
 - Description: Retrofit for Engine MY23 Software and Label
 - Area of Concern: Software/Programming
 - Vehicle OEM: Select from drop down menu
 - Vehicle Chassis Number: Last 8 of VIN
 - Vehicle Year: Model Year

When opening the TCS case, provide your **DAVIE4 username** and request **expert rights** to clear power-down memory during programming.

 NOTE
<p>Do not attach the new Engine Emissions Label or Clean Idle Label until the software update has been verified.</p>
<p>Engine Emissions and Clean Idle labels are chassis specific. It is the dealer's responsibility to attach the correct labels to each chassis.</p>
<p>Mismatched or improper Emissions labels could make dealers and drivers/owners liable for fines from regulatory agencies.</p>

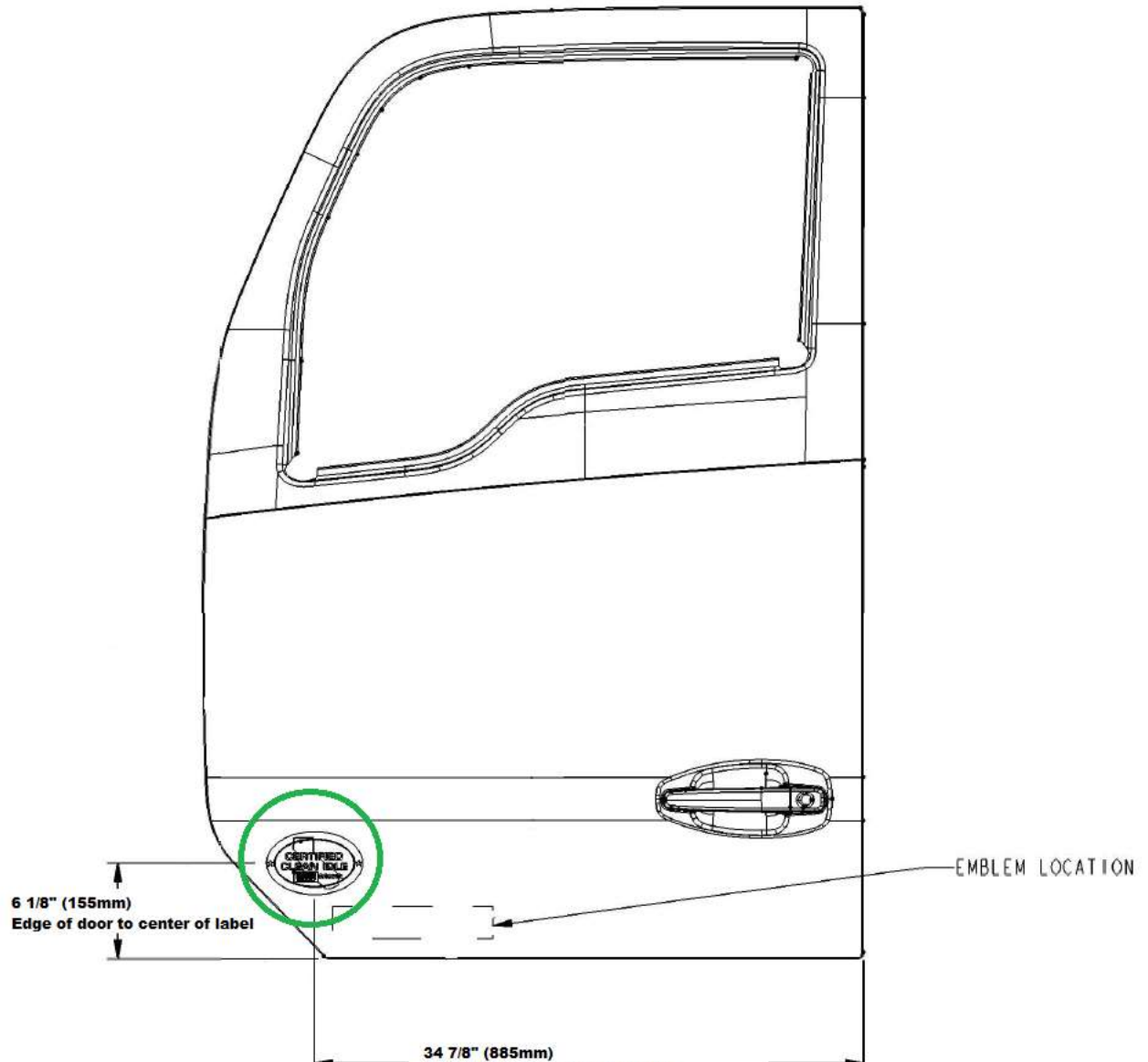
Engine Emissions label placement:

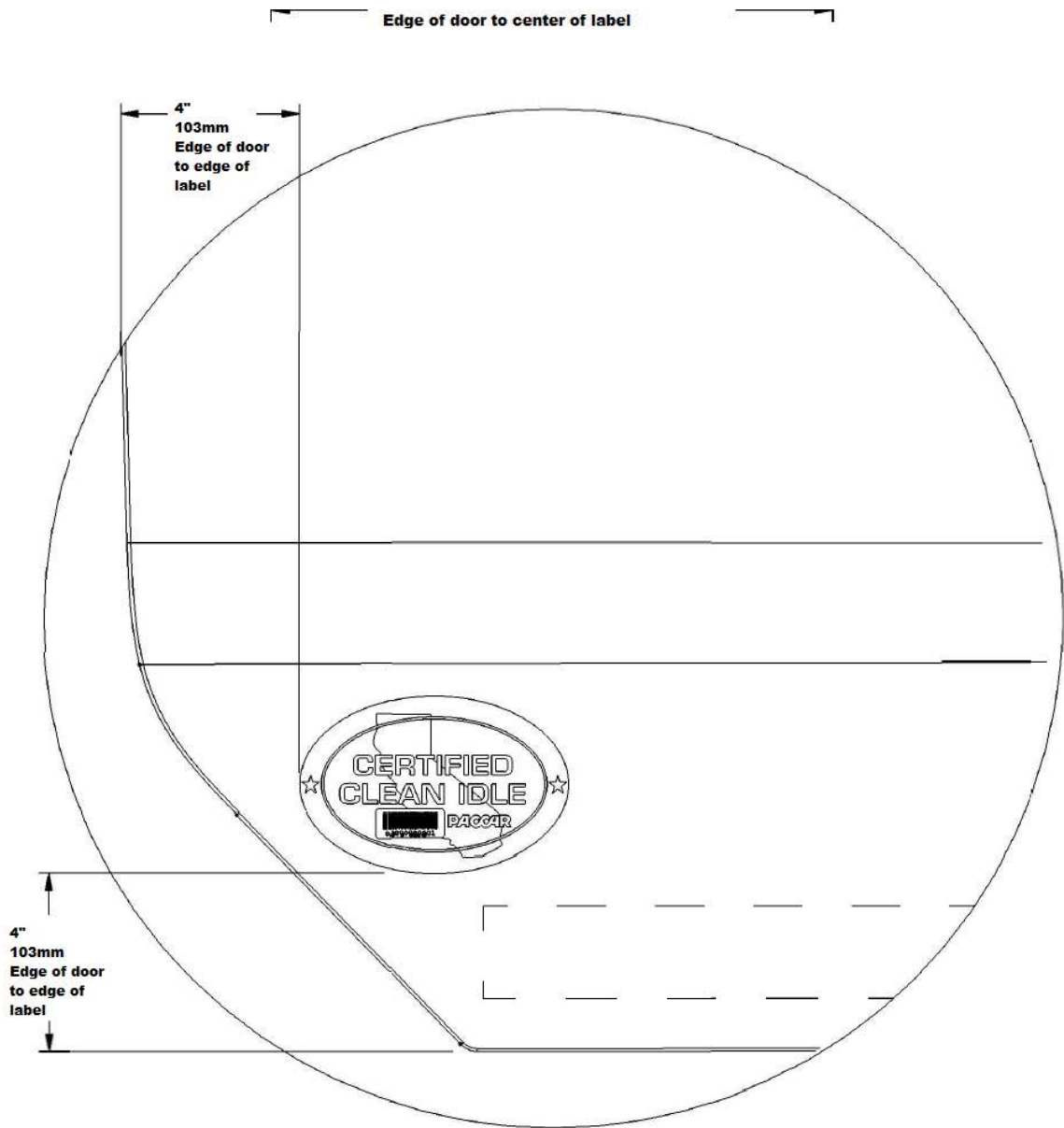


MX-11



Clean Idle Label Placement:





Attachments

[Chassis List](#)

[Customer Letter](#)



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: R2202: PACCAR MX Engine Model Year 2023 Pre-Production Retrofit

Dear Kenworth Customer,

Kenworth has determined that certain pre-production vehicles equipped with PACCAR Model Year 2023 MX engines manufactured from 9/21/2022 through 9/23/2022 had an emissions exemption expiration date of **12/31/2022**. These vehicles must have their engine, VECU, and Digital Display software updated to production levels and their Engine Emissions label replaced. A Clean Idle label will also be installed.

You have been identified as owning one or more such vehicles and are required to update software in the Engine Controller (PCI), Vehicle Electronic Control Unit (VECU), and Digital Display (DD), to ensure emissions compliance and optimal performance. New Engine Emissions and Clean Idle labels will be installed as part of this retrofit. Your dealer will coordinate pre-ordering of updated labels for your vehicle to minimize downtime. Labels may take 2-3 business days to arrive at the dealer.

These updates are emissions related by regulation. The emissions exemption for your vehicle **expired on 12/31/2022**. The software update must be completed to avoid the possibility of civil fines. **Vehicle owners could receive civil fines per regulation 40 CFR 19.4 up to \$5,580 per engine. In addition, owners may be required to discontinue operation of the vehicle until the retrofit is completed.**

Please contact a Kenworth dealership to schedule an appointment for this work. If you have already had this work performed, please disregard this letter. You can find your nearest Kenworth dealer at Dealer Locator on the website www.Kenworth.com or scan the QR code at the top of this letter.

When contacting your selected Kenworth dealer, refer to campaign **Retrofit R2202** and the VIN listed on this letter. The work may take up to **2.0 hours of labor**, depending on vehicle configuration and dealer scheduling. There will be no charge to you. We apologize for this inconvenience but ask for your cooperation to ensure your continued satisfaction with Kenworth products.

What is Kenworth improving?	Your pre-production vehicle requires updated software and labels
What will this improvement do?	Update pre-production software and labels to current production level
What you must do ...	Contact your Kenworth Dealer to schedule an appointment for repair

If you had this retrofit 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 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, we would appreciate your advising us of the new owner if you know their name.

Thank you,

Annick Hollingsworth
Director of Service Platforms
Kenworth Truck Company

VIN: [VIN List]