

# 03-087: Model Year 2021-2024 367, 389, 567, and 579 Optional Fuel Filter Restriction Display Incorrect

2/27/2023

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03-087

## Subject

Model Year 2021-2024 367, 389, 567, and 579 Optional Fuel Filter Restriction Display Incorrect

## Whats New Abstract

Certain Model Year 2021-2024 chassis with PACCAR MX engines and optional fuel filter restriction virtual gauge may display incorrect restriction levels. The virtual gauge will be temporarily disabled until a revised sensor strategy is developed.

## Condition

The optional fuel restriction display may show 100% restriction when the filter is not restricted, and no other fuel system pressure faults are present.

## Chassis Affected

Certain Model Year 2021-2024 367, 389, 567, and 579 chassis built from 05/20/2020 through 12/02/2022 equipped with PACCAR MX engines, fuel restriction sensor, and virtual gauge enabled within the Digital Display.

## Action

### Fix-As-Requested

If a customer comes into your dealership and demonstrates the condition above:

1. Follow the instructions below to check for fuel pressure-related faults. If active fuel pressure codes are present, troubleshoot and repair as a separate event. Once active codes have been resolved, continue below.



### NOTE

This bulletin does not cover troubleshooting and repair of fuel pressure related faults. File a separate claim for troubleshooting or repair tasks if necessary.

2. Program software to the chassis to temporarily remove the fuel restriction gauge display.



**CAUTION**

Fuel filter service intervals **MUST** be followed to prevent fuel system faults. Use only good quality fuel and follow all recommended service intervals listed in operator and service manuals.

## Warranty

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Through Standard Warranty or any applicable active Extended Warranty, Peterbilt will pay for labor:

- **0.3 hours** to check for active fuel-related fault codes and reprogram Digital Display. Use Quick Claim code **03087**.
- Troubleshooting and repair of active fuel pressure faults are not covered by this bulletin. File a separate claim under applicable warranty for troubleshooting and repair of fuel pressure fault codes.
- 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.

PRWS CLAIM CODING			
Campaign Code:	03087	Campaign Type	Field Repair
Claim Category:	Engine	Repair Type	Fix-as-Requested
Customer Concern Code	151	Causal Code	93
Corrective Action Code	22	Responsibility Code:	Camp
Failure Location	003-001-076	Causal Part	2246913
Supplier Code	N/A	SRT Code	<b>B22-015</b> 0.3 hrs Check for fuel-related fault codes and reprogram Digital Display

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## Parts

Software only – No Parts Required.

## Background

The fuel filter restriction sensor software strategy on certain Model Year 2021-2024 367, 389, 567, and 579 chassis with PACCAR MX engines is incorrect. This causes the fuel restriction virtual gauge to show high restriction even when there is no filter restriction present.

Reprogramming the Digital Display will temporarily remove the fuel restriction virtual gauge. A future

campaign will be available to re-enable the filter restriction virtual gauge.

## Procedure

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

1. Connect DAVIE4
2. Check for fuel system related faults including:
  - Any fuel pressure low fault
  - Injector misfire faults
3. If no fuel system faults are found, program the Digital Display using the steps below and release the vehicle.
4. If active fuel system pressure faults are found, troubleshoot and repair the fuel system using

applicable service manuals.



**NOTE**

Fuel system troubleshooting and repair labor and parts are not covered by this bulletin. Refer to the applicable service manuals and any applicable warranty documentation.

5. Once troubleshooting and repair have been completed, program the Digital Display using the steps below and release the vehicle.

**Program the Digital Display**

1. Download and program new software for the Digital Display using DAVIE4.

- Ensure DAVIE4 is up to date
- Connect DAVIE4 using the 9-pin connection
- Download new software for the Digital Display
- Program the Digital Display following prompts in DAVIE4

2. Verify that the Fuel Restriction gauge is no longer displayed.

3. Use DAVIE4 to clear any DTCs.



**CAUTION**

Operators should be advised that without the fuel restriction gauge enabled, the gauge will not be available on the Digital Display.

Fuel filter service intervals **MUST** be followed to prevent fuel system faults. Use only good quality fuel and follow all recommended service intervals listed in operator and service manuals.

Select the date.

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

Subject: 03-087: Model Year 2021-2024 367, 389, 567, and 579 Optional Fuel Filter Restriction Display Incorrect

Dear Peterbilt Customer,

Your vehicle (listed within this letter) is equipped with the Optional Fuel Restriction Gauge. Currently, the fuel restriction display may show 100% restriction when the filter is not restricted, and no other fuel system pressure faults are present.

- The Fuel Restriction Gauge should be temporarily disabled until a repair is available. Disabling the virtual gauge will avoid unnecessary fuel filter service based on the fuel restriction display only.

The work will take approximately 1 hour, depending on repair scope, vehicle configuration, and dealer scheduling. There will be no charge to you if completed by **03/01/2024**.

- If you choose to do so, you can operate normally without disabling the gauge. No reprogramming or service is necessary if you choose this option. All other fault codes and warning lights will operate normally. The service intervals listed in the Operator and Service manuals for fuel filters **MUST** be followed. Fuel system faults can occur due to clogged or contaminated fuel filters that would normally be indicated by the fuel restriction gauge.

Be aware that any fuel pressure related fault codes could indicate clogged fuel filters and may require troubleshooting or repair not covered by this bulletin.

Customers will receive another letter when a software update is available to allow the fuel restriction gauge to operate properly.


<b>What is the problem?</b>	The fuel filter restriction gauge may display incorrect information.
<b>What will your dealer do?</b>	Dealers can temporarily disable the fuel filter restriction gauge (if desired).
<b>What should you do?</b>	Contact your Peterbilt dealer to schedule an appointment for repair.

Peterbilt Motors Company has initiated this work to remedy the issue 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](http://www.Peterbilt.com) or scan the QR code. When contacting your Peterbilt dealer, reference **03-087**: Model Year 2021-2024 367, 389, 567, and 579 Optional Fuel Filter Restriction Display Incorrect.

If you require further information about this repair, or experience any difficulty in making arrangements for this repair, please contact: Peterbilt Motors Company, 1700 Woodbrook St, Denton, TX 76205, Attn: Customer Experience Department.

We apologize for any inconvenience this preventive procedure 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 Experience  
Peterbilt Motors Company

