



SB-10056025-1901

SERVICE BULLETIN

E097

Section

Engine

Description

Software Issue May Cause a False DTC P3928

Release Date

6/27/2014

Introduction

An issue in the ECU software on some MY2013 and all MY2014 trucks may activate DTC P3928, causing the MIL to illuminate even though the rear NOx sensor is still operating correctly.

Some MY2013 and all MY2014 Peterbilt trucks equipped with software component numbers that fall between, or include, 1998655 and 1998663.

Resolution

FIX-AS-FAIL

If a customer comes into your dealership and demonstrates the condition above, diagnose the issue using the procedure below. New software is under development to fix this issue.

Warranty

Through Standard Warranty (excludes Extended Warranty) or for repairs completed by **07/01/2015**, whichever is greater, Peterbilt will pay for parts at dealer net, plus applicable mark-up and labor.

- 0.5 hours labor to reset the DTC. (Use Quick Claim Code E097).
- File a long claim for additional labor after a quick claim has been submitted for extraordinary circumstances (which must be explained).

Claim Coding:

For Field...	Enter...

Failure Location	045-021-803
Failure Type	700
Claim Type	A
Responsibility	01
SRT 045-097	0.5 hours labor

Procedure

1. Determine the build date of the vehicle.

Between 1/1/2013 and 12/31/2013	After 1/1/2014
Go to Step 2.	Go to Step 3.

2. Check for the PCI software version present in the ECU: Look up the part number for software component 1083, (See the "Software Part Number Search in DAVIE," procedure below). Does the 1083 software component part number fall between or include 1998655 and 1998663?

YES	NO
Go to Step 3.	Refer to the troubleshooting information for DTC P3928.

3. Investigate Trouble Codes: Use "DAVIE Diagnostics" to perform a "Quick Check" for current trouble codes. Are there any other DTC's present?

YES	NO
Refer to the troubleshooting information for other codes before continuing with this procedure.	<ul style="list-style-type: none"> ● DTC P3928 is caused by an issue in the ECU software. ● Clear the DTCs with DAVIE. ● Complete a stationary regen. ● The repair is complete.

Software Part Number Search In DAVIE:

1. Click on the Home screen on the Software button under "Vehicle Update."
2. On the "Software" screen, find the PCI in the list of ECUs and click on the "Information" button on the right side of the screen.
3. In the "Component Group" column, find "Component Number 1083." It may be necessary to scroll down.
4. The currently installed part number of Component group 1083 is listed in the column Installed (ECU).
5. The latest version of the part number of Component group 1083 is listed in the column "Latest Release."

Access to PACCAR's Enterprise Portal is provided as a benefit of doing business with PACCAR. All applications and content accessed through this system are confidential and proprietary and the property of PACCAR Inc and its suppliers, and must be kept strictly confidential pursuant to the contract licensing such access. Disclosure, publication, release or distribution of any material found on PACCAR systems to any person other than employees with a need to know such information is strictly prohibited. All activity on this system is monitored. If PACCAR suspects or discovers any unauthorized activity, access may be immediately terminated without prior notification. Violators may be subject to legal action.

© Copyright 2014 PACCAR Inc. All rights reserved. We welcome your [feedback](#) on this page. For technical questions or concerns about this page, please contact the [DealerNet Webmaster](#).