Technical Information Bulletin

E242 Emissions Recall

Section
Inlet/Exhaust/Aftertreatment

Subject
PACCAR MX-13 EPA2013 EMY 2013 to 2015A Aftertreatment Update for NOx Emissions Improvement

Release Date
8/16/2019

Revision
08/28/2018: Bulletin revised to include non-California registered chassis. Also added reference to C-A-009 for claim filing timeline.

Condition
NOx emissions that exceed allowable limits on federal test cycles.

Chassis Affected

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 “E242” campaign code prior to performing this repair.
3. Follow the procedures below to install a mixer in the exhaust.

CAUTION
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:

- 0.5 hours labor to install the mixer. Use Quick Claim Code E242A.
- File an additional long form 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 C-A-009.

Kenworth dealers may perform E242 repairs on Peterbilt chassis, but Quick Claims do not apply. For Peterbilt chassis repairs, use the long claim input form in DWWC selecting "Draft/Offline Claims", the "General" tab, and in the "Type of Claim" drop down box, select "PACCAR Engine Claim", then manually enter claim codes (Campaign #, Failure type, and SRT).

Take-Off Parts Disposition: N/A

<table>
<thead>
<tr>
<th>CLAIM CODING</th>
</tr>
</thead>
<tbody>
<tr>
<td>Failure Location:</td>
</tr>
<tr>
<td>Failure Type:</td>
</tr>
<tr>
<td>SRT Code:</td>
</tr>
<tr>
<td>Work Accomplished:</td>
</tr>
<tr>
<td>Responsibility Code:</td>
</tr>
<tr>
<td>Claim Type:</td>
</tr>
<tr>
<td>Install mixer</td>
</tr>
<tr>
<td>Campaign Code:</td>
</tr>
</tbody>
</table>

Parts

Parts are available from PACCAR Parts.

<table>
<thead>
<tr>
<th>Quantity</th>
<th>Part Number</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>90-0013</td>
<td>Exhaust V-Band Clamp</td>
</tr>
<tr>
<td>2</td>
<td>1844253PE</td>
<td>Elbow Gaskets</td>
</tr>
<tr>
<td>1</td>
<td>M37-6272</td>
<td>Mixer</td>
</tr>
</tbody>
</table>

Background

After installing the engine software update, the NH3 Ammonia sensor will no longer be used by the engine software. The sensor is left in place to plug the hole. Diagnostics from RMI will not include NH3 Ammonia sensor troubleshooting.

This table indicates released repair paths. As additional repair paths are approved, additional chassis may be added to bulletins E241 and E242.

<table>
<thead>
<tr>
<th>Engine Rating(s)</th>
<th>Exhaust Configuration</th>
<th>Aftertreatment modification NOx Emissions Improvement</th>
<th>SW Update OBD and NOx improvement</th>
</tr>
</thead>
<tbody>
<tr>
<td>ENGINE MODEL YEAR 2013</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>430 hp, 455 hp, 485 hp, 500 hp</td>
<td>RHUC</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>ENGINE MODEL YEAR 2014</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>430 hp, 455 hp, 485 hp, 500 hp</td>
<td>RHUC</td>
<td>Yes</td>
<td>Yes</td>
</tr>
</tbody>
</table>
**Procedur e**

Install the mixer using the attached procedure.

**Attachments**


Authored by: OF

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PACCAR MX-13 EPA13 EMY2013 to 2015A RHUC Mixer Installation

**CAUTION**

The SCR system may be extremely hot. It is recommended that you wait for the system to cool before performing work on it.

1. Index the alignment of the mixer tube with a mark to the elbows on both sides of it.

![Diagram of mixer installation](image)

2. Remove the v-band clamps from the elbow between the mixer tube and the SCR. The DEF doser will always be pointing towards this elbow, no matter the piping and SCR configuration.

3. Remove the elbow.
Mixer Installation

4. Install the mixer.
   a. Insert the mixer tabbed end first, into the elbow to the SCR to a depth \( \frac{1}{2} \text{ in.} + \frac{1}{4} \text{ in.}, - 0 \text{ in.} \) (12.7 mm, + 6.35 mm, - 0 mm) below the flange. If additional force is required to install the mixer into the elbow, use a soft faced hammer to drive the mixer into the elbow until it seats at the beginning of the elbow curve.

   b. Grasp the mixer with a pair of pliers and attempt to remove it. It should be very difficult to remove. If it slides out of the elbow easily, remove it, bend the tabs out further to create a tighter interference fit between the tabs and the interior of the elbow, and then repeat the installation process.

5. Reinstall the elbow, aligning the index marks, with new gaskets and v-band clamps.
Date of Letter

Subject: ESB E241 / E242 – Emissions Recall for PACCAR MX-13 EPA13 EMY 2013 to 2015 NOx Emissions Improvement and On-Board Diagnostic (OBD) system readiness and other OBD system software related issues

EXPIRATION DATE: NONE
The VINs are listed on the back of this page

Customer name
Customer address
City, State ZIP

Dear Kenworth Customer,

Kenworth Truck Company has determined that you may own a vehicle with an Engine Model Year 2013-2015 PACCAR MX-13 engine manufactured from 06/11/2012 through 05/22/2015 that does not conform to emission control requirements. Your vehicle may be releasing air pollutants which exceed (California or California and federal) standards. Your vehicle has been identified as having an affected Emission Control system. These repairs, including parts, 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. There are no other adverse effects of the uncorrected nonconformities on the performance, fuel economy, or durability of the vehicle or engine.

Please be aware that, by the end of December 2019, you will receive notification of an additional emissions recall software update that corrects other OBD related issues.

| The problem is… | NOx emissions exceedance on federal test cycles and On-Board Diagnostics (OBD) system readiness and other OBD system issues. |
| What your dealer will do… | Modify the aftertreatment system and update the engine software to improve NOx emissions performance and 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. Please contact the nearest Kenworth dealer. 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. If additional changes are desired after engine software update is completed, 2-business days are required before changes can be made.

If you had this repair 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 recall. Please contact your dealer for details.

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 campaign, reimbursement of a pre-notification remedy associated with 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
or
Mail: Kenworth Truck Company, P.O. Box 1000, Kirkland, WA 98083-1000, Attn: Customer Service Department
or
Phone: 425-828-5888

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

We regret any inconvenience that this work may cause you and appreciate your cooperation in this matter.

Thank you,

Gordon Clark
Director of After Sales
Kenworth Truck Company
EMISSIONS NON-COMPLIANCE

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

Subject: PSB E241 / E242 - Emissions Recall for PACCAR MX-13 EPA13 EMY 2013 to 2015A NOx Emissions Improvement and On Board Diagnostic (OBD) system readiness and other OBD system software related issues

EXPIRATION DATE:  NONE

Dear Peterbilt Customer,

Peterbilt has determined that you may own a vehicle with an Engine Model Year 2013 – 2015A MX-13 engine that does not conform to emission control requirements. Your vehicle may be releasing air pollutants which exceed (California or California and federal) standards. Your vehicle has been identified as having an affected Emission Control system. These repairs, including parts, 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. There are no other adverse effects of the uncorrected nonconformities on the performance, fuel economy, or durability of the vehicle or engine.

Please be aware that, by the end of December, 2019, you will receive notification of an additional emissions recall software update that corrects other OBD related issues.

<table>
<thead>
<tr>
<th>What is the problem?</th>
<th>NOx emissions exceedance on federal test cycles and On Board Diagnostics (OBD) system readiness, and other OBD system issues</th>
</tr>
</thead>
<tbody>
<tr>
<td>What will your dealer do?</td>
<td>Modify the aftertreatment system and update the engine software to improve NOx emissions performance and resolve OBD system issues.</td>
</tr>
<tr>
<td>What should you do?</td>
<td>Contact your Peterbilt Dealer to schedule an appointment for repair.</td>
</tr>
</tbody>
</table>

Peterbilt Motors Company has initiated a recall to remedy the defect. 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 below. This repair may take up to 1.0 hours of labor depending on 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. If additional changes are desired after engine software update is completed, 2-business days are required before changes can be made.

If you had this repair performed before receiving this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this recall. Receipts for parts and/or labor are required for consideration of reimbursement. Please contact your dealer for details.

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 determined as lack of proper 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, phone 940-591-4220.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days. If you no longer own this vehicle, we would appreciate your advising us of the new owner if you know their name by calling the phone number above.

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,
Dear Kenworth Customer,

Kenworth Truck Company has determined that you may own a vehicle with an Engine Model Year 2013-2015A PACCAR MX-13 engine manufactured from 06/11/2012 through 06/04/2015 that does not conform to emission control requirements. Your vehicle may be releasing air pollutants which exceed (California or California and federal) standards. Your vehicle has been identified as having an affected Emission Control system. These repairs, including parts, 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. There are no other adverse effects of the uncorrected nonconformities on the performance, fuel economy, or durability of the vehicle or engine.

The problem is…

NOx emissions exceedance on federal test cycles and On Board Diagnostics (OBD) system readiness and other OBD system issues.

What your dealer will do…

Modify the aftertreatment system and update the engine software to improve NOx emissions performance and 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. Please contact the nearest Kenworth dealer. 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. If additional changes are desired after engine software update is completed, 2-business days are required before changes can be made.

If you had this repair 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 recall. Please contact your dealer for details.

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 campaign, reimbursement of a pre-notification remedy associated with 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:

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

We regret any inconvenience that this work may cause you and appreciate your cooperation in this matter.

Thank you,

Gordon Clark
Director of After Sales
Kenworth Truck Company
Service Bulletin

E242

Section

45 - Engine

Description


Release Date

8/16/2019

Revision History

08/28/2019 - Added chassis for the remaining 49 states and Canada to the attached Address List.

Introduction

Peterbilt has determined that certain vehicles manufactured with PACCAR MX-13 EPA2013 and Engine Model Year 2013-2015A require a mixer to be installed in the exhaust to improve NOx emissions.

Situation

After installing the engine software update, the NH3 Ammonia sensor will no longer be used by the engine software. The sensor is left in place to plug the hole.

Diagnostics from Engine Rapido will not include NH3 Ammonia sensor troubleshooting.

This table indicates released repair paths. As additional repair paths are approved, additional chassis may be added to bulletins E241 and E242.

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ENGINE MODEL YEAR 2013
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 "E242" campaign code prior to performing this repair.
3. Follow the procedures below to update the engine software.

**Resolution**

**Emissions Recall**

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

**CAUTION**

The State of California has waived the requirement of providing a California Proof of Corrections (POC) Certificate for this phase of the recall. This bulletin will be updated when the POC Certificate is required.

**Warranty**

There is no time or mileage limit for this emissions recall. Peterbilt will pay for parts at dealer net plus applicable mark-up and labor:

- 0.5 hours labor to install the mixer. Use Quick Claim Code E242A.
- File a long form claim for extraordinary circumstances. A quick claim for standard labor must be filed first.

**Take-Off Parts Disposition: N/A**

**NOTE**: Peterbilt dealers may perform E242 repairs on Kenworth chassis, but Quick Claims do not apply. For Kenworth chassis repairs, use the long claim input form in DWWC selecting "Draft/Offline Claims," the "General" tab, and in the "Type of Claim" drop down box, select "PACCAR Engine Claim," then manually enter claim codes (Campaign #, Failure type, and SRT).

Parts

Parts are available at PACCAR Parts:

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<th>Quantity</th>
<th>Part Number</th>
<th>Description</th>
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<td>M37-6272</td>
<td>Mixer</td>
</tr>
</tbody>
</table>

Procedure

Install the mixer using the attached procedure.

Mixer Installation Procedure

Attachments

E242 Address List

E242 California Registered - Customer Letter

E242 Remaining 49 States - Customer Letter