



Service Bulletin

E241

Section

45 - Engine

Description

PACCAR MX-13 EPA13 EMY2013 - 2015A NOx Emissions Improvement and On Board Diagnostic (OBD) System Readiness and Other OBD System Issues

Release Date

8/16/2019

Revision History

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

08/21/2019 - Added the following note to the Procedure section: "All MX engine or aftertreatment software files must be processed through PACCAR Vehicle Pro (PVP) prior to programming with DAVIE4." Also, added "File the claim within 14 days." in the warranty section.

Introduction

Peterbilt has determined that certain vehicles manufactured with PACCAR MX-13 EPA2013 and Engine Model Year 2013-2015A require a software update.

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 bulletin E242.

Engine Rating(s)	Exhaust Configuration	NOx Emissions Improvement (Sec Mixer)	SW Update

ENGINE MODEL YEAR 2013			
430hp, 455 hp, 455 hp MT, 485 hp, 500 hp	RHUC	Yes See bulletin E242	Yes
ENGINE MODEL YEAR 2014			
430 hp, 430 hp MT, 455 hp, 455 hp MT, 485 hp, 500 hp	RHUC	Yes See bulletin E242	Yes
ENGINE MODEL YEAR 2015A (Engines built prior to May 18, 2015)			
430 hp, 430 hp MT, 455 hp, 455 hp MT, 485 hp, 500 hp	RHUC	Yes See bulletin E242	Yes

Resolution

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 DWWC or SIR for "Complete" next to the "E241" campaign code prior to performing this repair.



NOTE

All chassis will require repairs per bulletins E241 and eventually E242. It is important to **ONLY** perform the appropriate repairs as indicated in SIR.

3. Follow the procedures below to update the engine software.



NOTE

If the vehicle requires any parameter changes, they **MUST BE MADE** before updating the engine software, OR they will have to wait 2-business days after the software update to make any parameter changes.



CAUTION

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



NOTE

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 update the PCI software. Use Quick Claim Code E241A.
- File a long form claim for extraordinary circumstances. A quick claim for standard labor must be filed first.
- Issues caused by using DAVIE4 software lower than the currently released version are not covered by warranty.
- File the claim within 14 days. Reference the Warranty bulletin [Federal Safety Recall and Field Campaigns](#)

Take-Off Parts Disposition: N/A

NOTE: Peterbilt dealers may perform E241 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).

For Field...	Enter...
Failure Location	045-021-810
Failure Type	700
Claim Type	A
SRT 045-241	0.5 hrs. DAVIE 4- Download new software to PCI

Parts

Software only, no parts.

Procedure

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.

1. **Ensure DAVIE4 is up-to-date.**
2. Update the engine software.
3. If errors occur during programming, refer to the Programming Troubleshooting Guide in the attachments.

Attachments

[E241 Address List](#)

[E241 California Registered - Customer Letter](#)

[E241 Remaining 49 States - Customer Letter](#)

[Programming Troubleshooting Guide](#)

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August 23, 2019

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.

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

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,



Michelle Ponsonby
Director of Customer Service
Peterbilt Motors Company

Scan this QR code to open the
Peterbilt Dealer Locator.



Applicable to PACCAR MX-13 EPA 2013 Engine Model Year 2013 through 2015A

Failed to program the ECU Model Year 2015A chassis

This issue is most likely to occur on Model Year 2015A chassis.

Problem

Flashing fails at 100% progress during PCI flashing and returns a generic fail to program PCI message.



Symptoms

- The PCI behaves as though in boot mode.
- On the DAVIE4 software page, the Latest Release column lists part numbers from Part Number Set 1 (refer to Part Number Lookup Table)

Solution

1. Cycle the key switch.
2. Start a SupportLink case (see Filing a Support Link Case). Include a screenshot of the I-pane () showing the component group.

The Latest Release component groups will be updated to Part Number Set 2 (refer to Part Number Lookup Table)

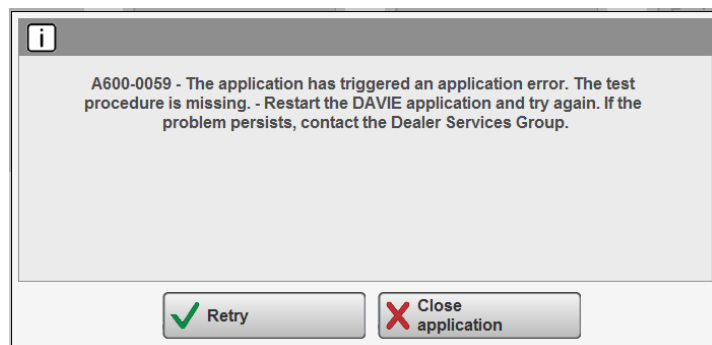
3. Flash the PCI.

Failed to program the ECU Model Year 2013/2014 chassis

This issue is most likely to occur on Model Year 2013/2014 chassis.

Problem


Flashing fails and returns a generic fail to program PCI message. An A600-0059 error is displayed on the home page.



Symptoms

- A600-0059 error displays on the home page.
- PCI acts as though it is in boot mode.
- On the DAVIE4 software page, the both the Installed (ECU) column and the Latest Release column list part numbers from Part Number Set 2 (refer to Part Number Lookup Table)

Solution

1. Cycle the key switch.
2. Start a SupportLink case (see Filing a Support Link Case). Include a screenshot of the I-pane () showing the component group.

The Latest Release component groups will be updated to part numbers from Part Number Set 1

3. Flash the PCI.

Part Number Lookup Table

Component Group	Part Number Set 1	Part Number Set 2
1020	2254962	2254714
1080	2036858	2193818
1083	2258233	2254223
	2258234	2254224
	2258235	2254225
	2258236	2254226
	2258237	2254227
	2258238	2254228

Filing a Support Link Case

Follow these instructions to file a SupportLink case for these issues to ensure the VSC team has your issue in the appropriate que.

1. Submit the case under **Vehicle Support | MX Software Assistance**.
2. In the Subject Line enter **E241**.
3. Attach the screenshot of the component group.
4. In the Question Box, enter the error message and describe with Part Numbers do not match in the Part Number Set.



A **PACCAR** COMPANY

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

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 2013-2015A 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:

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

Scan this QR code to open the Kenworth Dealer Locator.





A PACCAR COMPANY

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

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.

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

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Gordon Clark
Director of After Sales
Kenworth Truck Company

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