



Service Bulletin

E245

Section

45 - Engine

Description

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. This bulletin supersedes E241.

Release Date

12/18/2019

Introduction

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

Situation

Chassis with RHUC SCR configurations, the NH3 Ammonia sensor will no longer be used by the engine software. The sensor is left in place to plug the hole.

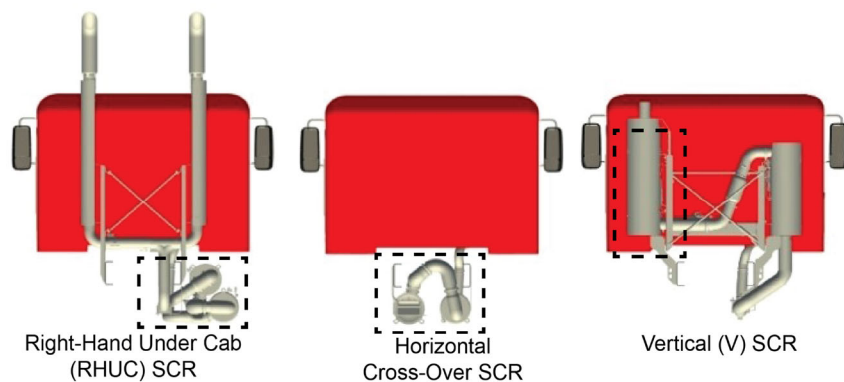
Chassis with Vertical SCR configurations, the SCR is being replaced. The updated SCR will have a PM sensor hole that is not used in this configuration. The hole will be plugged. The NH3 sensor and ECU will be removed and the harness connector will be blocked off with a special connector.

Chassis with Horizontal Crossover SCR configurations receive no physical modifications to the aftertreatment system. 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, except for communication related errors. Refer to the following Extended Emissions Warranty bulletins for details of coverage.

- [Engine Model Year 2013](#)
 - [Engine Model Year 2014](#)
 - [Engine Model Year 2015](#)
-

See the figure below for a visual explanation of exhaust configurations.



This table shows approved repair paths.


Exhaust Configuration	Aftertreatment modification NOx Emissions Improvement	SW Update OBD and NOx improvement
ENGINE MODEL YEAR 2013		
RHUC	Yes See bulletin E242	Yes
Vertical	Yes See bulletin E242	Yes
Horizontal Cross-Over	No	Yes
ENGINE MODEL YEAR 2014		
RHUC	Yes See bulletin E242	Yes
Vertical	Yes See bulletin E242	Yes
Horizontal Cross-Over	No	Yes
ENGINE MODEL YEAR 2015		
RHUC	Yes See bulletin E242	Yes
Vertical	Yes See bulletin E242	Yes
Horizontal Cross-Over	No	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 SIR for "Complete" or "Process" next to the "E245" campaign code prior to performing this repair.
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 can be made 2-business days after the engine software has been updated.	

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

i	NOTE
Chassis registered in the State of California must be provided with a California Proof of Correction (POC) Certificate for this recall. See bulletin E192 .	

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:
California Registered Chassis:

- 0.6 hours labor for chassis WITHOUT E241 flagged as "Complete" or "In Process" in SIR and registered in California. Update the PCI software (045-999), install the emissions decal, and complete the California POC Certificate per bulletin [E192](#) (CRB-999). Use Quick Claim Code E245A.
- 0.5 hours labor for chassis WITH E241 flagged as "Complete" or "In Process" in SIR and registered in California. Update the PCI software (045-986), install the emissions decal, and complete the California POC Certificate per bulletin [E192](#) (CRB-999). Use Quick Claim Code E245B.

Non- California Registered Chassis:

- 0.5 hours labor for chassis WITHOUT E241 flagged as "Complete" or "In Process" in SIR to update the PCI software (045-999). Use Quick Claim Code E245C.
- 0.4 hours labor for chassis WITH E241 flagged as "Complete" or "In Process" in SIR to update the PCI software (045-986). Use Quick Claim Code E245D.

i	NOTE
NH3 related diagnostics should be postponed until after all emissions recalls are completed. Diagnosis and repair DTCs other than P15XX, P1496, and P1495 are not covered by this bulletin.	

- File a long form claim for extraordinary circumstances. A quick claim for standard labor must be filed first.
- Issues that are a result of the use of DAVIE4 software versions that are less than the currently released version will not be covered by warranty.
- File the claim within 14 days in accordance with [Federal Safety Recall and Field Campaigns](#).

Peterbilt dealers may perform E245 repairs on Kenworth chassis, but Quick Claims do not apply. For Kenworth chassis repairs, file a long claim form and use the claim codes below

Take-Off Parts Disposition: N/A

For Field...	Enter...
Failure Location	045-021-810
Failure Type	700
Claim Type	A
Campaign Number	E245
Labor	<p>045-999 0.5 hrs. DAVIE 4- Download new software to PCI (only applicable to vehicles that do not have E241 Closed in SIR)</p> <p>045-986 0.4 hrs. Download new software to PCI.</p> <p>CRB-999 0.1 hrs. Complete California POC form for California registered chassis</p>

Parts

Parts are available from PACCAR Parts.

This label is ONLY required for chassis registered in California.

Quantity	Part Number	Description
1	Y53-6109	Repair label

Procedure



WARNING!

Cycling the key may pose a safety risk to other people working on or near the vehicle. Before cycling the key to any position, confirm with any other person working on or near the vehicle that it is safe to do so. Failure to warn others could result in injury or death.



NOTE

If the vehicle requires any parameter changes, they must be made before updating the engine software, OR they can be made 2-business days after the engine software has been updated.

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.



NOTE

NH3 related diagnostics should be postponed until after all emissions recalls are completed. Diagnosis and repair of DTCs other than P15XX, P1496, and P1495 are not covered by this bulletin. Assistance with P15XX, P1496, and P1495 not clearing is available **AFTER** appropriate repairs have been made and the software update has been performed is available via a TCS36 case.

Ensure DAVIE4 is up-to-date.

1. Update the engine software.
2. **If errors occur during programming**, refer to the Programming Troubleshooting in the Attachments.
 - If P15XX, P1496, or P1495 DTCs will not clear after programming **AND** after appropriate diagnostics and repairs have been made, start a TCS365 case for assistance.
3. For California registered chassis, complete the California POC Certificate per bulletin [E192](#) and install the repair label, p/n Y53-6109, in the driver's door jamb.
 - a. Check SIR to confirm whether or not E241 and/or E242 have been previously completed. If they have, add these bulletin numbers to the California POC Certificate and to the label.
 - Use Recall code **0059**
 - b. Fill out the Y53-6109 label fields.

REPAIR PROOF OF COMPLETION	
RECALL CODE	← Use recall code 0059
DEALER CODE	← Use your dealers code
REPAIR DATE	← Use the date the repair was completed
BULLETIN NUMBERS	← Enter the appropriate bulletin numbers
PACCAR Y53-6107	

- c. Place the label in the door jamb. If there is no room in the driver's door jamb, the label can be installed in the passenger door jamb. The images below show how the labels can be installed in various door jamba.
- d. Install the clear overlay over the label.







Attachments

[Chassis List](#)

[Customer Letter - English](#)

[Customer Letter - Canada](#)

[Customer Letter - French](#)

Authored by: DKH

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 2019 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](#).



Technical Information Bulletin

E245 Emissions Recall

Section

Engine - 45

Subject

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. This bulletin supersedes E241.

Release Date

12/19/2019

Condition

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.

Chassis Affected


27,864 chassis (23,899 U.S. and 3,965 Canada) T600/T660, T680, T700, T800, T880, and W900 built from 06/11/2012 through 05/22/2015 equipped with PACCAR MX-13 EPA 2013 Engine Model Year 2013 through 2015A.


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 "E245" campaign code prior to performing this repair.
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 can be made 2-business days after the engine software has been updated.	

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

 NOTE
Chassis registered in the State of California must be provided with a California Proof of Correction (POC) Certificate for this recall. See bulletin E192 .


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:
California Registered Chassis:

- 0.6 hours labor for chassis WITHOUT E241 flagged as "Complete" or "In Process" in SIR and registered in California. Update the PCI software (045-999), install the emissions decal, and complete the California POC Certificate per bulletin [E192](#) (CRB-999). Use Quick Claim Code E245A.
- 0.5 hours labor for chassis WITH E241 flagged as "Complete" or "In Process" in SIR and registered in California. Update the PCI software (045-986), install the emissions decal, and complete the California POC Certificate per bulletin [E192](#) (CRB-999). Use Quick Claim Code E245B.

Non- California Registered Chassis:

- 0.5 hours labor for chassis WITHOUT E241 flagged as "Complete" or "In Process" in SIR to update the PCI software (045-999). Use Quick Claim Code E245C.
- 0.4 hours labor for chassis WITH E241 flagged as "Complete" or "In Process" in SIR to update the PCI software (045-986). Use Quick Claim Code E245D.

 NOTE
NH3 related diagnostics should be postponed until after all emissions recalls are completed. Diagnosis and repair DTCs other than P15XX, P1496, and P1495 are not covered by this bulletin.

- File a long form claim for extraordinary circumstances. A quick claim for standard labor must be filed first.
- Issues that are a result of the use of DAVIE4 software versions that are less than the currently released version will not be covered by warranty.
- File the claim within 14 days in accordance with Warranty Policy C-A-009.

Kenworth dealers may perform E245 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

CLAIM CODING			
Failure Location:	045-021-810	Work Accomplished:	58
Failure Type:	363	Responsibility Code:	01
SRT Code:	045-999 0.5 hrs. DAVIE 4- Download new software to PCI (only applicable to vehicles that do not have E241 Closed in SIR) 045-986 0.4 hrs. Download new software to PCI. CRB-999 0.1 hrs. Complete California POC form for California registered chassis	Claim Type:	F
Campaign Field:	E245		

Parts

Parts are available from PACCAR Parts.

This label is ONLY required for chassis registered in California.

Quantity	Part Number	Description
1	Y53-6109	Repair label

Background

Chassis with RHUC SCR configurations, the NH3 Ammonia sensor will no longer be used by the engine software. The sensor is left in place to plug the hole.

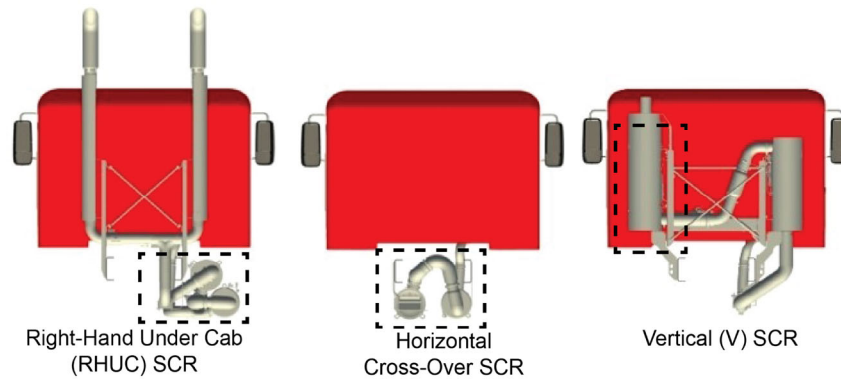
Chassis with Vertical SCR configurations, the SCR is being replaced. The updated SCR will have a PM sensor hole that is not used in this configuration. The hole will be plugged. The NH3 sensor and ECU will be removed and the harness connector will be blocked off with a special connector.

Chassis with Horizontal Crossover SCR configurations receive no physical modifications to the aftertreatment system. 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, except for communication related errors. Refer to the following Extended Emissions Warranty bulletins for details of coverage.

- Engine Model Year [2013 C-E-021](#)
- Engine Model Year [2014 C-E-022](#)
- Engine Model Year [2015 C-E-023](#)

See the figure below for a visual explanation of exhaust configurations.




This table shows approved repair paths.

Exhaust Configuration	Aftertreatment modification NOx Emissions Improvement	SW Update OBD and NOx improvement
ENGINE MODEL YEAR 2013		
RHUC	Yes See bulletin E242	Yes
Vertical	Yes See bulletin E242	Yes
Horizontal Cross-Over	No	Yes
ENGINE MODEL YEAR 2014		
RHUC	Yes See bulletin E242	Yes
Vertical	Yes See bulletin E242	Yes
Horizontal Cross-Over	No	Yes
ENGINE MODEL YEAR 2015		
RHUC	Yes	Yes


	See bulletin E242	
Vertical	Yes See bulletin E242	Yes
Horizontal Cross-Over	No	Yes

Procedure



WARNING!

Cycling the key may pose a safety risk to other people working on or near the vehicle. Before cycling the key to any position, confirm with any other person working on or near the vehicle that it is safe to do so. Failure to warn others could result in injury or death.




NOTE

If the vehicle requires any parameter changes, they must be made before updating the engine software, OR they can be made 2-business days after the engine software has been updated.

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.

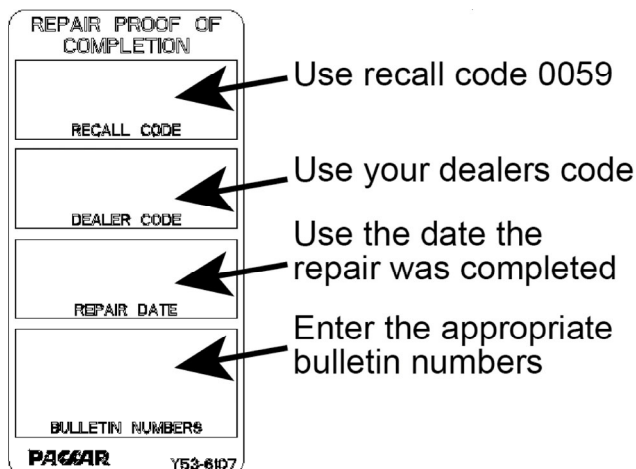


NOTE

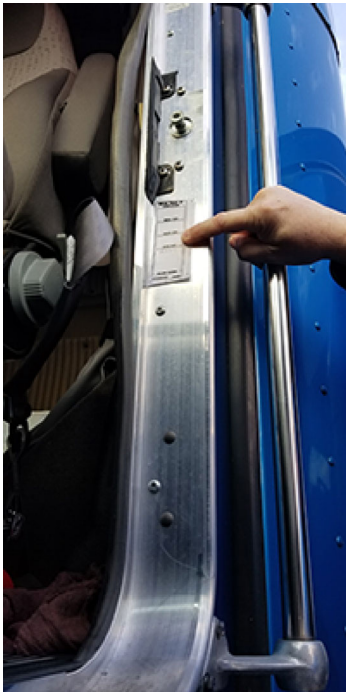
NH3 related diagnostics should be postponed until after all emissions recalls are completed. Diagnosis and repair of DTCs other than P15XX, P1496, and P1495 are not covered by this bulletin. Assistance with P15XX, P1496, and P1495 not clearing is available **AFTER** appropriate repairs have been made and the software update has been performed is available via a TCS36 case.

Ensure DAVIE4 is up-to-date.

1. Update the engine software.
2. **If errors occur during programing**, refer to the Programming Troubleshooting in the Attachments.
 - If P15XX, P1496, or P1495 DTCs will not clear after programming **AND** after appropriate diagnostics and repairs have been made, start a TCS365 case for assistance.
3. For California registered chassis, complete the California POC Certificate per bulletin [E192](#) and install the repair label, p/n Y53-6109, in the driver's door jamb.
 - a. Check SIR to confirm whether or not E241 and/or E242 have been previously completed. If they have, add these bulletin numbers to the California POC Certificate and to the label.
 - Use Recall code **0059**
 - b. Fill out the Y53-6109 label fields.



- c. Place the label in the door jamb. If there is no room in the driver's door jamb, the label can be installed in the passenger door jamb. The images below show how the labels can be installed in various door jamps.
- d. Install the clear overlay over the label.





Attachments

 [Dealer\Chassis List](#)

 [U.S. customer letter](#)

 [Canada customer letter](#)

 [Programming Troubleshooting](#)

Authored by: OF

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 2019 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](#).

PCI Programming Errors Troubleshooting

E245

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, on the PCI I-pane (i), 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 Total Customer Solutions (TCS) 365 case (see Filing a Total Customer Solutions (TCS) 365 Case). Include a screenshot of the I-pane (i) showing the component group.

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

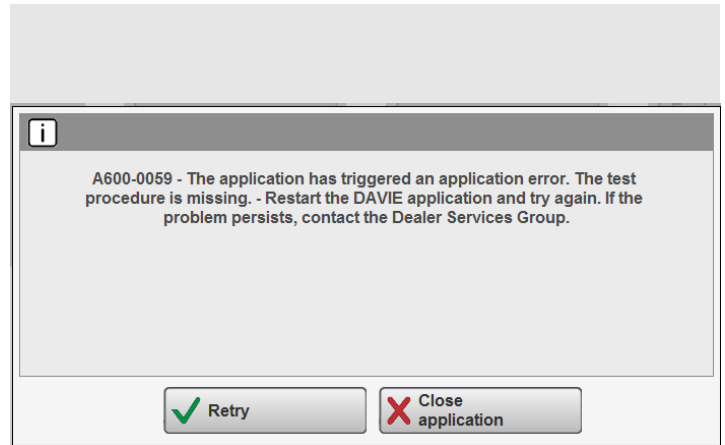
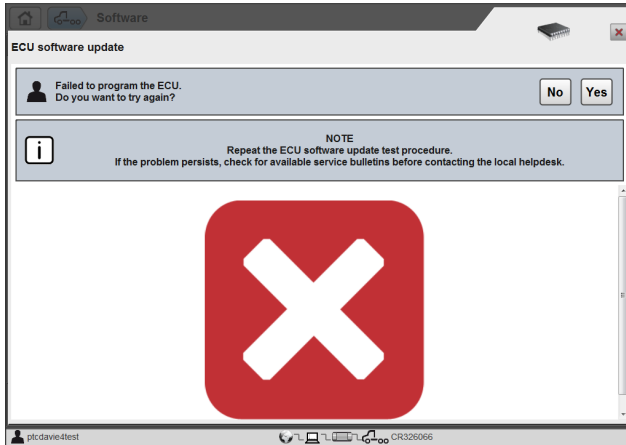
3. Flash the PCI.

Failed to program the ECU Model Year 2013/2014 chassis

This issue is most likely to occur on Model Year 2013/2014 chassis, or units with a newer PCI.

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, 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 Total Customer Solutions (TCS) 365 Case (see Filing a Total Customer Solutions (TCS) 365 Case). Include a screenshot of the I-pane (i) 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	2260583	2264348
1080	2036858	2193818
1083	2262321	2264339
	2262320	2264340
	2262319	2264341
	2262318	2264342
	2262317	2264343
	2262316	2264344
	2262315	2264345
	2262314	2264346
	2262313	2264347

Filing a Total Customer Solutions (TCS) 365 Case

Follow these instructions to file a TCS365 case for these issues to ensure the VSC team has your issue in the appropriate que.

1. Open a Chrome browser and go to this address:
 - Kenworth dealers <https://eportal.paccar.com/Dealer/uskw/en/Parts/totalcustsol>
 - Peterbilt dealers <https://eportal.paccar.com/Dealer/uspb/en/Parts/totalcustsol>
2. Login to TCS365.
3. In Vehicle Support, select **Technical Assistance**.
4. Select the following options and then click **Next**:
 - Case Type = MX Software Support
 - Case Category = Software Issue
5. In the Subject Line enter **E245**.
6. Attach the screenshot of the component group.
7. In the Question Box, enter the error message and describe with Part Numbers do not match in the Part Number Set.

December 19, 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 E245– 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 (supersedes E241)
EXPIRATION DATE: NONE

Dear Peterbilt Customer,

This Emissions Recall (E245) supersedes Emissions Recall E241

Peterbilt has determined that you may own a vehicle with an Engine Model Year 2013 – 2015 PACCAR MX-13 engine manufactured from June 11, 2012 through June 4, 2015 that does not conform to emissions control requirements. Your vehicle may be releasing air pollutants which exceed (California or California and federal) standards.

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 contact information below.

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.

You may have received a letter for a previous software update (E241). Even if you have had the E241 software update installed, you will still need this additional required software update (E245) installed to ensure your vehicle is in full compliance with California and federal standards.

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

<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>	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 with 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 or scan the QR code. This repair may take up to 1.0 hours 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.

For vehicles registered in California: after the recall repair is completed at the dealership, the service provider will give the registered owner a Proof of Correction certificate. This certificate will be provided to the registered owner only. If the registered owner is not present during the repair, the owner will need to provide a mailing address for the Proof of Correction to be mailed to. Please save the Proof of Correction certificate, as it will be required as a condition for registering the vehicle with the California Department of Motor Vehicles.

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 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.

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.





A PACCAR COMPANY

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

Date of Letter

Subject: ESB E245 – 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 (supersedes E241)

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

Scan this QR code to open the Kenworth Dealer Locator.



Customer name
Customer address
City, State ZIP

Dear Kenworth Customer,

This notice is sent to you in accordance with the requirements of the Canadian Environmental Protection Act, 1999.

This Emissions Recall (E245) supersedes Emissions Recall E241.

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 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.

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 contact information below.

Your vehicle has been identified as having an affected Emission Control system. These repairs, including parts 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.

You may have received a letter for a previous software update (E241). Even if you have had the E241 software update installed, you will still need this additional required software update (E245) installed to ensure your vehicle is in full compliance with California and federal standards.

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

Table with 2 columns: Action/Problem and Description. Rows include: 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... 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.

For vehicles registered in California: after the recall repair is completed at the dealership, the registered owner will be given a Proof of Correction certificate by the service provider. This certificate will be provided to the registered owner only. If the registered owner is not present during the repair, the owner will need to provide a mailing address for the Proof of Correction to be mailed to. Please save the Proof of Correction certificate, as it will be required as a condition for registering the vehicle with the California Department of Motor Vehicles.

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 the engine software update is completed, 2-business days are required before changes can be made.

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 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
Mail: Kenworth Truck Company, P.O. Box 1000, Kirkland, WA 98083-1000, Attn: Customer Service Department
Phone: 425-828-5888

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

Thank you,
Annick Hollingsworth

Annick Hollingsworth
Director of Service Platforms
Kenworth Truck Company

Date de la lettre

Objet : Campagne ESB E245 – Rappel concernant les émissions des moteurs MX-13 EPA13 EMY 2013 à 2015 de PACCAR relativement à l'amélioration des émissions d'oxyde d'azote et à la disponibilité du système de diagnostic embarqué (OBD) et autres problèmes reliés au logiciel du système OBD (remplace E241)

DATE D'EXPIRATION : AUCUNE

Les NIVs sont indiqués au verso de la présente

Nom du client
Adresse du client
Ville, province, code postal

Balayer ce code à barres afin d'accéder
à Dealer Locator de Kenworth



Cher client Kenworth,

Nous vous faisons parvenir cet avis conformément aux exigences de la loi canadienne 1999 relative à la protection de l'environnement.

Cet avis de rappel concernant les émissions (E245) remplace l'avis de rappel E241.

Kenworth Truck Company a déterminé que vous pourriez être propriétaire d'un véhicule équipé d'un moteur MX-13 de PACCAR de modèle des années 2013-2015, fabriqué entre le 11/06/2012 et le 04/06/2015, qui n'est pas conforme aux exigences relatives au contrôle des émissions. Il est possible que votre véhicule émette des polluants atmosphériques qui excèdent les standards (de la Californie ou de la Californie et fédéraux).

Si ce véhicule ne vous appartient plus, nous apprécierions que vous nous fassiez part du nom et de l'adresse du nouveau propriétaire, si vous les connaissez, selon l'une des façons ci-après.

Votre véhicule a été identifié comme étant équipé d'un tel système de contrôle des émissions. Ces réparations, incluant les pièces et la main-d'œuvre, seront effectuées sans frais. Si cette réparation n'est pas effectuée, le véhicule pourrait échouer à son inspection lorsque de tels tests sont requis par la loi de l'état. Il n'existe aucun autre effet indésirable relié à la discordance non corrigée sur la performance, l'économie de carburant, ou la durabilité du véhicule ou du moteur.

Il est possible que vous ayez reçu une lettre concernant une précédente mise à jour du logiciel (E241). Même si vous avez fait installer la mise à jour du logiciel E241, vous devrez quand même procéder à l'installation de cette mise à jour additionnelle du logiciel (E245) requise afin de vous assurer que votre véhicule en tous points conforme aux standards de la Californie et fédéraux.

La loi fédérale nécessite de tout bailleur de véhicules qui reçoit cet avis de rappel d'en faire parvenir une copie à toute personne ayant loué un véhicule et ce, dans un délai de dix jours.

Le problème...	Le dépassement des émissions d'oxyde d'azote lors des cycles de tests fédéraux et la disponibilité du système de diagnostic embarqué (OBD) et autres problèmes du système OBD.
Ce que fera votre concessionnaire...	Mettre à jour le logiciel du moteur afin d'améliorer la performance en matière d'émissions d'oxyde d'azote et résoudre les problèmes du système OBD.
Ce que vous devez faire...	Communiquer avec votre concessionnaire Kenworth afin de prendre rendez-vous pour la réparation.

Kenworth a mis en place une campagne de rappel afin de remédier à la défektivité. Veuillez communiquer avec le concessionnaire Kenworth le plus près. Pour trouver votre concessionnaire Kenworth, veuillez consulter Dealer Locator sur www.Kenworth.com ou balayer le code à barres. Cette réparation peut nécessiter jusqu'à 1.0 heure de main-d'œuvre selon la configuration du véhicule et la disponibilité du concessionnaire.

Pour les véhicules enregistrés en Californie : une fois que la réparation relative au rappel aura été complétée chez le concessionnaire, un certificat de preuve de correction sera remis au propriétaire enregistré, par le fournisseur de service. Ce certificat sera remis au propriétaire enregistré seulement. Si le propriétaire enregistré n'est pas présent au moment de la réparation, celui-ci devra fournir une adresse postale pour qu'on puisse lui faire parvenir la preuve de correction. Veuillez sauvegarder le certificat de preuve de correction car il sera requis comme condition pour procéder à l'enregistrement du véhicule auprès du département des véhicules moteurs de la Californie.

Si vous désirez que des changements spécifiques soient apportés aux paramètres lors de cette visite, veuillez en présenter la requête au moment de prendre le rendez-vous de service ou de laisser le véhicule à l'atelier. Le changement sera effectué lors de la mise à jour du logiciel. Si des changements additionnels étaient requis après que la mise à jour du logiciel du moteur ait été complétée, 2 jours ouvrables seraient nécessaires avant que les changements soient apportés.

Afin de vous assurer la pleine protection selon les clauses de cette garantie relative aux émissions, il est recommandé de faire effectuer le service de votre véhicule le plus tôt possible. Tout défaut de votre part de vous conformer à cette directive pourrait être considéré comme un manque d'entretien approprié de votre véhicule.

Si vous avez besoin de plus d'information au sujet de ce rappel, ou rencontrez des difficultés à obtenir un rendez-vous pour cette réparation, veuillez communiquer avec le service à la clientèle de Kenworth en fournissant votre nom, la ville et la province de votre concessionnaire, votre numéro de téléphone, votre adresse courriel (optionnelle), les 8 derniers chiffres de votre NIV, le numéro de bulletin ainsi que votre question, selon l'une des façons suivantes :

Courriel : Kenworth.Campaigns@paccar.com avec le numéro de bulletin en ligne objet
Poste : Kenworth Truck Company, P.O. Box 1000, Kirkland, WA 98083-1000, à l'attention du département du service à la clientèle
Téléphone : 425-828-5888

Nous regrettons tout inconvénient causé par ce travail et apprécions votre collaboration en de telles circonstances.

Merci,

Annick Hollingsworth
Directrice des plateformes de service
Kenworth Truck Company



A PACCAR COMPANY

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

Date of Letter

Subject: ESB E245 – 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 (supersedes E241)

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

Customer name
Customer address
City, State ZIP

Scan this QR code to open the Kenworth Dealer Locator.



Dear Kenworth Customer,

This Emissions Recall (E245) supersedes Emissions Recall E241.

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 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.

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 contact information below.

Your vehicle has been identified as having an affected Emission Control system. These repairs, including parts 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. You may have received a letter for a previous software update (E241). Even if you have had the E241 software update installed, you will still need this additional required software update (E245) installed to ensure your vehicle is in full compliance with California and federal standards.

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

Table with 2 columns: Action/Problem and Description. Rows include: 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... 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 the engine software update is completed, 2-business days are required before changes can be made.

For vehicles registered in California: after the recall repair is completed at the dealership, the registered owner will be given a Proof of Correction certificate by the service provider. This certificate will be provided to the registered owner only. If the registered owner is not present during the repair, the owner will need to provide a mailing address for the Proof of Correction to be mailed to. Please save the Proof of Correction certificate, as it will be required as a condition for registering the vehicle with the California Department of Motor Vehicles.

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 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
Mail: Kenworth Truck Company, P.O. Box 1000, Kirkland, WA 98083-1000, Attn: Customer Service Department
Phone: 425-828-5888

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

Thank you,
Annick Hollingsworth

Annick Hollingsworth
Director of Service Platforms
Kenworth Truck Company