

E304: PACCAR MX-11 and MX-13 EMY2016 NOx and N2O Exceedance

[Edit](#)[Clone](#)

Number

E304

Description

E304: PACCAR MX-11 and MX-13 EMY2016 NOx and N2O Exceedance

Subject

E304: PACCAR MX-11 and MX-13 EMY2016 NOx and N2O Exceedance

Date

3/30/2023

Revision

10/17/2023: Bulletin updated to include US chassis.

09/22/2023: Bulletin updated to include repair procedures.

Condition

There will be no noticeable indications of an issue with affected chassis. This issue will not set Diagnostic Trouble Codes (DTCs), result in diminished vehicle performance, or present any other noticeable symptoms.

Chassis Affected

3,637 (3,128 US and 509 Canada) T660, T680, T800, T880 and W900 chassis built from 02/10/2014 through 02/20/2017 with PACCAR MX-11 and MX-13 EMY2016 engines – with less than 300,000 miles (482,803 km).

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. In Service Management, select Campaign **E304** to add it to the case. If the unit is released back into service without performing the repair, make sure to also release the Campaign in Service Management
3. If you are not using Service Management to start repair orders, review SIR for "Complete" or "In Process" next to the **E304** campaign code prior to performing this repair.
4. Follow the procedures below to update software for emissions compliance.

Warranty

Warranty

There is no time limit for this recall, but mileage is limited to vehicles with less than 300,000 miles (482,803 km). Kenworth will pay for all applicable parts and labor:

- **0.3 hours** labor to inspect mileage for 300k mileage or greater. Only applicable to vehicles with 300,000 miles (482,803 km) or greater. **No software update is required for Non-California vehicles over 300,000 miles.** Use Quick Claim Code **E304A for mileage inspection ONLY.**
- **0.4 hours** labor to inspect mileage and update emissions control software on a **Non-California registered** vehicle. Use Quick Claim Code **E304C.**
- **0.5 hours** labor to inspect mileage and update emissions control software, complete California Proof of Correction form and install Repair Proof of Completion label on a **California registered vehicle ONLY.** Use Quick Claim Code **E304D.**



NOTE

California-registered vehicles that received a letter must have the software updated AND California documentation completed regardless of vehicle mileage.

- 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 [CA009](#).

PRWS CLAIM CODING			
Campaign Code:	E304	Campaign Type	Field Repair
Claim Category:	Engine	Repair Type	Proactive
Customer Concern Code	045	Causal Code	95
Corrective Action Code	23	Responsibility Code:	Camp
Failure Location	043-004-001	Causal Part	2298832PEX
Supplier Code	N/A	SRT Code	B23-11A 0.4 hrs Inspect mileage and download new software CRB-999 0.1 hrs Complete California POC form for California registered chassis. B23-11B 0.3 hrs Inspect mileage ONLY for over 300,000 miles

			per repair procedures.
--	--	--	------------------------

Parts

Software Only

California registered vehicles will require Proof of Repair Label, available from PACCAR Parts.

Quantity	Part Number	Description
1	Y53-6109	Kit – Label Repair (Kit contains part numbers Y53-6107 and Y53-6108)

Background

Certain vehicles with PACCAR MX-13 and MX-11 EMY2016 engines with less than 300,000 miles (482,803 km) have been shown, in testing, to exceed regulatory limits for NOx and N2O emissions.

Software is now available to remedy this emissions non-compliance.

The mixture and proportionality of criteria pollutants was shown to change with use. This calibration ensures compliance at all points within the vehicle's useful life.

Procedure

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

repaired and maintained.

Read all steps before beginning.



NOTE

California registered vehicles that received a letter must have the software updated AND California documentation from Step 5 completed regardless of vehicle mileage.



NOTE

All vehicles identified on the chassis list must receive either the prescribed repair and/or have the mileage inspection steps completed and a warranty claim filed to show the vehicle has completed the campaign.

1. Verify vehicle mileage is under 300,000 miles (482,803 km).
 - a. If vehicle mileage is 300,000 miles (482,803 km) or greater AND Vehicle is NOT registered in California, software update is not required. repair is complete .

For California registered chassis: Software MUST be updated regardless of vehicle mileage. Document California registered repairs in step 5, below.
 - b. If vehicle mileage is less than 300,000 miles (482,803 km), proceed with repairs.
 - c. Exact vehicle mileage must be documented in the claim.
2. Ensure DAVIE4 is up to date.
3. **You do not need to process a file through PACCAR Vehicle Pro (PVP)** as a software campaign has been completed for all chassis that are eligible for this repair.

You must connect a battery charger to the truck prior to updating software

4. With DAVIE4 connected, please complete the following steps:
 - a. Retrieve necessary software updates in DAVIE4.
 - b. Follow the prompts in DAVIE4 to complete the programming process.
 - c. Clear any DTCs generated during programming.
 - d. Disconnect DAVIE4.
5. **For California registered chassis:** Complete the California Proof of Correction Certificate per bulletin

E192 and install the Repair Proof of Completion label, PN Y53-6107, in the driver's door jamb.

- a. Use Recall Code **0081**
- b. Fill out the Y53-6107 Label fields with the Recall Code and Bulletin Number as shown below. Include the appropriate Dealer Code and Repair Date.

REPAIR PROOF OF COMPLETION	
0081	
RECALL CODE	
DEALER CODE	
REPAIR DATE	
E304	
BULLETIN NUMBER	
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 jambs.



d. Install the overlay (part number Y53-6108) over the label.

e. Take photos of the new labels after installation and attach them to the warranty claim. **CLAIMS SUBMITTED WITHOUT PHOTOS MAY BE DENIED**

Links

[US Chassis List](#)

[Canada Chassis List](#)

[US Customer Letter](#)

[Canada Customer Letter](#)

Authored by: JB3



A PACCAR COMPANY

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

Date of Letter

IMPORTANT EMISSIONS RECALL

Subject: E304: PACCAR MX-11 and MX-13 EMY2016 NOx and N2O Exceedance Emissions Recall
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 PACCAR MX-11 or MX-13 Engine Model Year 2016 engine, manufactured from 01/29/2015 through 01/26/2017 that may not conform to emissions control requirements. Your vehicle may be releasing air pollutants which exceed EPA and California regulatory standards. Updated software is available to correct calibrations in the emissions system and bring NOx and N2O emissions within regulatory levels.

Kenworth has initiated this notice to remedy the issue at no charge to you. Please contact your Kenworth dealer to schedule an appointment for this service. To find your Kenworth dealer, please visit the Dealer Locator at www.Kenworth.com or scan the QR code at the top of this letter. When contacting your Kenworth dealer, reference the bulletin number and VIN(s) listed in this letter. This repair may require up to **1.0 hour** of labor depending on dealer scheduling and vehicle configuration.

The problem is...	Certain chassis with PACCAR MX-11 or MX-13 EMY2016 engines may be exceeding emissions regulatory standards.
What your dealer will do...	Update emissions control software.
What you must do ...	Contact your Kenworth dealer to schedule your vehicle(s) for repair.

If you had this inspection and/or 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 Kenworth dealer for more information.

For vehicles registered in California, you will be provided with a Proof of Correction certificate by the service facility. If the driver is not the registered owner of the vehicle, please provide a mailing address for the certificate.

Please note that vehicle registration renewal cannot be completed and the engine cannot be legally operated in the state of California if the owner fails to bring the vehicle to an authorized dealer to complete the recall once it is available.

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 Kenworth Customer Service 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. In your message, provide a call back number, the last 8 digits of the VIN, and the Bulletin number.

Federal regulation requires that any vehicle lessor receiving this campaign 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.

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

Thank you,

Annick Hollingsworth
Director of Service Platforms
Kenworth Truck Company