

E319: Engine Model Year 2024 Engine Label Error

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Number

E319

Description

Engine Model Year 2024 Engine Label Error

Subject

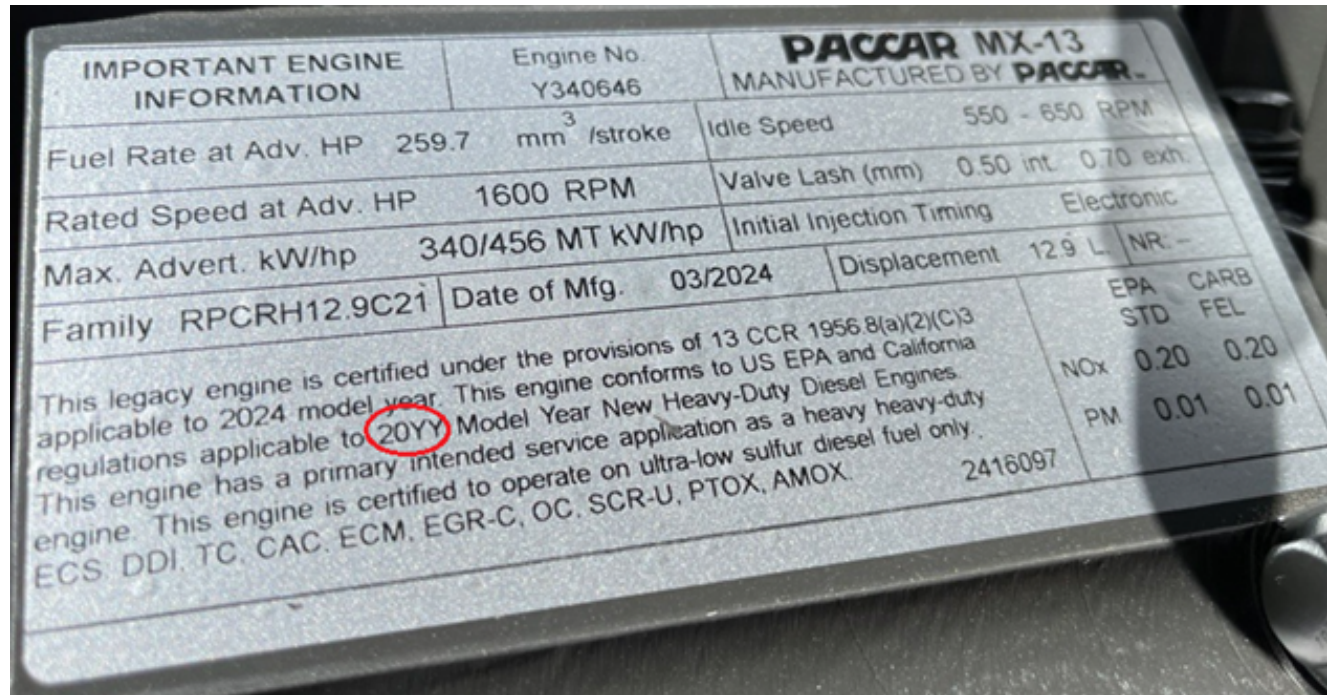
Engine Model Year 2024 Engine Label Error

Date

11/26/2024

Condition

Engine Model Year 2024 may not be displayed correctly on the PACCAR MX Engine Label. New and improved PACCAR MX Engine Labels are now available to be installed.



Chassis Affected

1,242 (1,228 US and 14 CAN) Model Year 2025 567/579/589 models built from 01/22/2024 through 03/27/2024 equipped with a MX-11 legacy engine and MX-13 legacy engine.

Action

Emissions Campaign

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 **E319** 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” next to the **E319** campaign code prior to performing this repair.
4. Follow the procedures to replace the Engine Label.

Note: Proactively contact customers and schedule appointments to complete this repair. Order labels with sufficient time to have label on hand at time of repair.

Warranty

Note: Proactively contact customers and schedule appointments to complete this repair. Order labels with sufficient time to have label on hand at time of repair.

There is no time or mileage limit for this emissions campaign.

Starting **11/26/2024**, Peterbilt will pay for parts at dealer net plus applicable mark-up and labor:

- **0.3 hours** to remove the current label and replace it with a new updated Engine Label. Use Recommended Repair code **E319A**.
 - The claim **must** include a clear and in-focus photo of the new installed label.
- For extraordinary circumstances please use code E319, add from “Recommended Repairs,” and then select

the gear icon to edit Parts/Labor/Misc.

- File the claim within 7 days in accordance with warranty policy.

Take-Off Parts Disposition: Destroy take-off parts 30 days after claim is paid

PRWS CLAIM CODING			
Campaign Code:	E319	Campaign Type	Field Repair
Claim Category:	Engine	Repair Type	Proactive
Customer Concern Code	173	Causal Code	00
Corrective Action Code	03	Responsibility Code:	CAMP - Campaign
Failure Location	053-005-001 – Data Plate	Causal Part	MXENGINELABEL
Supplier Code	N/A	SRT Code	B24-48A 0.3 hours Engine Label Replacement (includes complete process)

Parts

The following part is available through TCS365 PACCAR Special Parts Orders.

Part Number	Part Description	Quantity
MXENGINELABEL	LABEL – MX ENGINE	1

TCS365 Case Creation Guide for Engine Labels

This label comes from PACCAR Parts Special Orders.

Follow this guide to create a TCS365 case to ensure the case is sent to the appropriate personnel.

A TCS365 case for this bulletin is required to order the correct chassis specific Engine Label.

1. Open TCS365 in Google Chrome or Microsoft Edge.
2. Select **Order Support | Order Inquiry**
3. Select Case Type: **Place an Order**
4. Select Case Category: **Labels**
5. On the Place an Order page, fill in the following fields as shown and fill in the other fields as appropriate:
 - Account Name: *appropriate for your dealer*
 - Vehicle Year: **2025**

- Subject: **Emissions Campaign E319**
- Dealer PO#: *Dealer purchase order number*
- Shipping method: *Select from drop-down list*
- Part Number: **MXENGINELABEL**
- Vehicle OEM: *Select from drop-down list*
- Vehicle Chassis Number: **Last 8 digits of VIN** (*Must be included to obtain the correct label*)

Background

Engine Model Year 2024 may not be displayed correctly on the PACCAR MX Engine Label. New and improved PACCAR MX Engine Labels are now available to be installed.

Procedure

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

and maintained.

 NOTE
Pictures of new installed Engine Label must be attached to the warranty claim. If this picture is not attached, your claim may be denied. This procedure will require a TCS case to request an Engine Label.

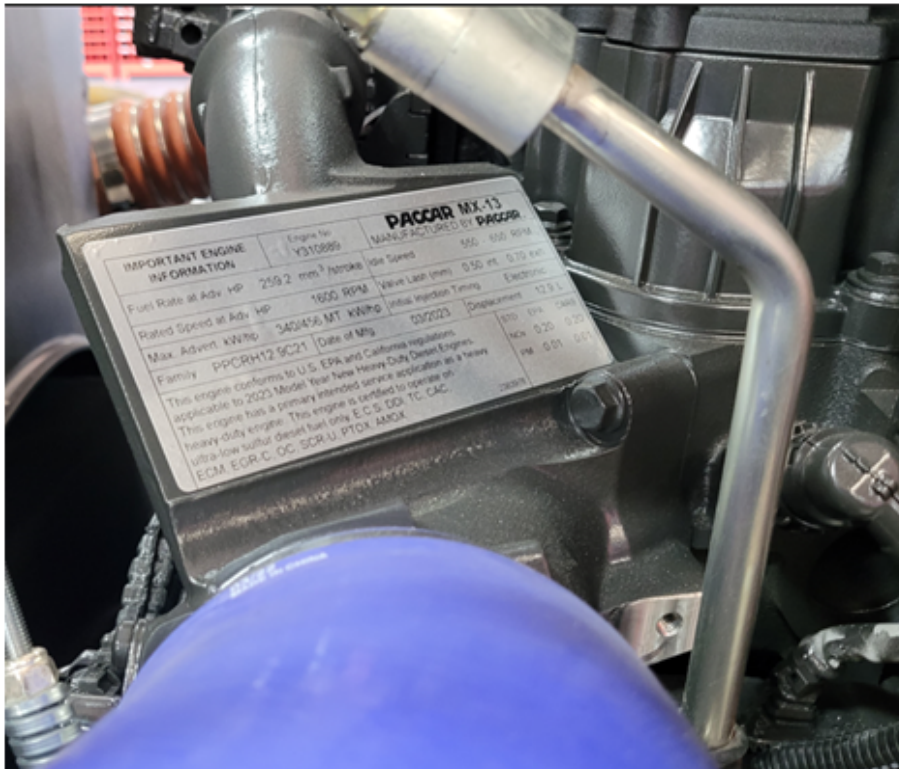
1. Order Engine Label for the specific chassis by opening a TCS365 case.

1. Open TCS365 in Google Chrome or Microsoft Edge.
2. Select **Order Support | Order Inquiry**
3. Select Case Type: **Place an Order**
4. Select Case Category: **Labels**
5. On the Place an Order page, fill in the following fields as shown and fill in the other fields as appropriate:
 - Account Name: *appropriate for your dealer*
 - Vehicle Year: **2025**
 - Subject: **Emissions Campaign E319**
 - Dealer PO#: *Dealer purchase order number*
 - Shipping method: *Select from drop-down list*
 - Part Number: **MXENGINELABEL**
 - Vehicle OEM: *Select from drop-down list*
 - Vehicle Chassis Number: **Last 8 digits of VIN** (*Must be included to obtain the correct label*)

2. Locate Engine Label on engine.



MX11 Engine Label



MX13 Engine Label

3. Remove existing Engine Label.
4. Clean surface of any remaining residue.
5. Install the new Engine Label in the same location.
6. Take a clear picture of the installed new Engine Label and attach to warranty claim.

Links

[E319 Chassis List Bulletin](#)

[E319 PB Customer Letter - US EPA](#)

[E319 PB Customer Letter - US CARB](#)

[E319 PB Customer Letter - Canada ECCC](#)

[Traduction de E319 PB Customer Letter - Canada ECCC](#)



A PACCAR COMPANY

Select the date.

EMISSIONS NON-COMPLIANCE

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

Subject: Emissions Campaign: E319 – Engine Model Year 2024 Engine Label Error
EXPIRATION DATE: NONE

Dear Peterbilt Customer,

Peterbilt Motors Company has determined that certain Model Year 2024 567/579/589 chassis manufactured from 01/22/2024 through 03/27/2024 fail to conform to emission control requirements. Your vehicle has been identified as possibly having an Engine Label displaying the incorrect model year. Model Year 2024 may not be displayed correctly on the PACCAR MX Engine Label.

What is the problem?	Potential incorrect model year displayed on Engine Label
What will your dealer do?	Replace with new Engine Label displaying correct model year.
What should you do?	Contact your dealer immediately to schedule an appointment.

Peterbilt Motors Company has initiated this notice to remedy the issue with no charge to you. Please contact your Peterbilt dealer to schedule an appointment for these services. To find your Peterbilt dealer, please visit "Find A Dealer" at www.Peterbilt.com or scan the QR code below. When contacting your Peterbilt dealer, reference the bulletin number and VIN(s) listed in this letter. This repair may take up to **1.0** hour of labor depending on vehicle configuration and dealer scheduling.

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 campaign.

If you require further information about this issue, reimbursement of a pre-notification remedy associated with this campaign or experience any difficulty in making arrangements for this repair, please contact the Peterbilt Customer Experience Department at PB.Tech.Pubs.Dept@paccar.com.

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. Please send all known ownership and address changes to PBDiv.Warranty.Docs@paccar.com.

We apologize for any inconvenience this work 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 Experience
Peterbilt Motors Company

Scan this QR code to open the
Peterbilt Dealer Locator.





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