

E324 - PACCAR MX-13 EMY16 Software Update for Urea Quality Sensor

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Number

E324

Description

PACCAR MX-13 EMY16 Software Update for Urea Quality Sensor

Subject

E324 - PACCAR MX-13 EMY16 Software Update for Urea Quality Sensor

Date

8/4/2025

Condition

Campaign

New and improved software is now required for chassis equipped with an Engine Model Year 2016 PACCAR MX-13 engine to maintain DEF sensor performance and ensure compliance with emissions standards.

Urea Quality Sensor replacement is not required for this campaign and is not covered under this campaign.

Campaign start date is: 08/04/2025.

Chassis Affected

53 (51 U.S. and 2 Canada) Peterbilt Model 367, 567, and 579 chassis manufactured from 01/24/2017 through 02/03/2017, equipped with an EMY16 PACCAR MX-13 engine.

Action

Campaign

New and improved software is now required for chassis equipped with an Engine Model Year 2016 PACCAR MX-13 engine to maintain DEF sensor performance and ensure compliance with emissions standards.

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 campaign E304 shows open in Service Information Record (SIR) for the chassis you are working on, be sure to complete the campaign prior to completing E324.
3. In Service Management, select Campaign E324 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.
4. If you are not using Service Management to start repair orders, review SIR for “Complete” next to the E324 campaign code prior to performing this repair.
5. Follow procedures in “Links” section to update software.

Warranty

Starting from 08/01/2025, and for repairs completed by **09/01/2026**, Peterbilt will pay for labor:

- **0.5 hours** labor to open a TCS 365 case and update PCI software per bulletin procedure. Use Recommended Repair **E324A**.
- Urea Quality Sensor replacement is not required for this campaign and is not covered under this campaign.
- For supplemental claims file a long form. Enter campaign number **E324** in the “Campaign Code” field manually.
- Peterbilt dealers may perform E324 repairs on Kenworth chassis, but Recommended Repairs do not apply. For Kenworth chassis repairs, use long form claim and enter E324 in the “Campaign Code” field.

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

Take-Off Parts Disposition: N/A

PRWS CLAIM CODING			
Campaign Code:	E324	Campaign Type:	Field Repair
Claim Category:	Engine	Repair Type:	Proactive
Customer Concern Code:	029	Causal Code:	95
Corrective Action Code:	23	Responsibility Code:	Camp
Failure Location:	043-007-171	Causal Part:	Q21-6168-001
Supplier Code:	N/A	SRT Code:	B25-19A 0.5 hours PACCAR MX-13 EMY16 Software Update for Urea Quality Sensor Compatibility E324.

Background

Software currently installed is only compatible with Urea Quality Sensors manufactured by SSI. The latest software is compatible with both SSI and KUS

brand sensors. To ensure the sensor will continue to function per emissions regulatory standards, whether it is SSI or KUS, software must be updated.

Procedure

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

The following steps must be completed for all Engine Model Year 2016 chassis specifically identified in the E324 chassis list.

Urea Quality Sensor replacement is not required for this campaign and is not covered under this campaign.

1. If campaign E304 shows open in Service Information Record (SIR) for the chassis you are working on, be sure to complete E304 prior to completing E324.
2. Follow steps in procedure in Links section below to program software.

Links

[E324 - PB Chassis List](#)

[E324 - Software Update Procedure](#)

[E324 - PB Customer Letter - French](#)

[E324 - PB Customer Letter](#)



A PACCAR COMPANY

Peterbilt Motors Company
Customer Experience
1700 Woodbrook St.
Denton, TX 76205
(940) 591-4000

Select the date.

CAMPAIGN LETTER

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

Subject: E324 – PACCAR MX-13 EMY16 Software Update for Urea Quality Sensor
EXPIRATION DATE: **09/01/2026**

Dear Peterbilt Customer,

Peterbilt has determined that select Model 367, 567, and 579 chassis manufactured from 01/24/2017 through 02/03/2017, equipped with an EMY16 PACCAR MX-13 engine, are eligible for a mandatory software update. The update will maintain DEF sensor performance and ensure compliance with emissions standards.

What is the problem?	A mandatory software update is available to maintain DEF sensor performance and compliance with emissions standards.
What will your dealer do?	Update your vehicle's software.
What should you do?	Contact your Peterbilt dealer immediately to schedule an appointment.

Please contact a Peterbilt dealership to schedule an appointment for this improvement. To find your Peterbilt dealer, please visit the "Find a Dealer" link at www.Peterbilt.com or scan the QR code. When contacting your Peterbilt dealer, refer to campaign **E324** and the VIN(s) listed in this letter. The work for this improvement will take approximately **1 hour** of labor depending on vehicle configuration and dealer scheduling. There will be no charge to you if completed within standard warranty or by **09/01/2026** whichever is later.

If you require further information about 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.

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 look forward to the opportunity to deliver this product improvement as part of our effort to 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.

Thank you,



A PACCAR COMPANY

Peterbilt Customer Experience

Scan this QR code to open the Peterbilt Dealer Locator.



Sélectionner la date

LETTRÉ DE CAMPAGNE

Cet avis concerne votre véhicule. Votre (vos) NIV(s) se trouve(nt) au bas ou au verso de la présente.

Objet : E324 – Mise à jour du logiciel pour le capteur de qualité de l'urée du moteur MX-13 EMY 16 de PACCAR
Date d'expiration : 01/09/2026

Cher client Peterbilt,

Peterbilt a constaté que les châssis de modèles sélectionnés 367, 567 et 579, fabriqués entre les 24/01/2017 et le 03/02/2017, équipés d'un moteur MX-13 EMY 16 de PACCAR sont admissibles à une mise à jour obligatoire du logiciel. La mise à jour maintiendra les performances du capteur de fluide d'échappement diesel et garantira le respect des normes relatives aux émissions.

Quel est le problème ?	Une mise à jour obligatoire du logiciel est disponible afin de maintenir la performance du capteur de fluide d'échappement diesel et de se conformer aux normes relatives aux émissions.
Que fera votre concessionnaire ?	Mettre à jour le logiciel de votre véhicule
Que devez-vous faire ?	Communiquer immédiatement avec votre concessionnaire Peterbilt afin de prendre rendez-vous.

Veillez communiquer avec un concessionnaire Peterbilt afin de prendre rendez-vous pour cette amélioration. Pour trouver votre concessionnaire Peterbilt, veuillez consulter le lien du "localisateur de concessionnaires" sur www.Peterbilt.com ou balayer le code QR. Au moment de communiquer avec votre concessionnaire Peterbilt, vous référer à la campagne **E324** ainsi qu'au(x) NIV(s) listé(s) à la présente. Le travail requis pour cette amélioration nécessitera environ **1 heure** de main-d'œuvre selon la configuration du véhicule et la disponibilité du concessionnaire et sera effectué sans frais s'il est effectué dans le cadre de la garantie de base ou avant le **01/09/2026**, selon la date la plus éloignée.

Si vous avez besoin de plus d'information au sujet de cette campagne ou rencontrez des difficultés à prendre rendez-vous pour cette réparation, veuillez communiquer avec le département d'expérience-client de Peterbilt sur PB.Tech.Pubs.Dept@paccar.com.

Si ce véhicule ne vous appartient plus, nous apprécierions que vous nous fassiez part du nom du nouveau propriétaire. Veuillez faire parvenir toute information relative au nouveau propriétaire et son adresse à PBDiv.Warranty.Docs@paccar.com.

Nous anticipons l'occasion qui nous est offerte de vous livrer cette amélioration de produit témoignant de l'effort que nous mettons à offrir les plus hauts niveaux de satisfaction de la clientèle et d'expertise de service. Nous apprécions votre entreprise ainsi que votre constante fidélité envers Peterbilt et son réseau de concessionnaires. Les produits Peterbilt se distinguent en étant leader de l'industrie en matière de qualité, performance et fiabilité et nous vous remercions de faire d'un Peterbilt votre camion préféré.

Merci,



A PACCAR COMPANY

Expérience-client Peterbilt

Scan this QR code to open the
Peterbilt Dealer Locator.

