

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

3/20/2026

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E304

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

Subject

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

Whats New Abstract

Emissions Recall

Certain vehicles with PACCAR MX-11 and MX-13 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.

This bulletin now applies to both Canadian and U.S.-registered vehicles.

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

**NOTE**

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

Revision

03/20/2026: Chassis list updated with 5 additional chassis.

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

3,644 (3,135 US and 509 Canada) T660 / T680 / T800 / T880 / 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). California-registered vehicles that received a letter must have the software updated regardless of vehicle mileage.

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

There is no time limit for this recall, but mileage is limited to less than 300,000 miles (482,803 km) on 49-state and Canadian vehicles. California-registered vehicles **MUST** have software updated **REGARDLESS** of vehicle mileage. 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**.

i	NOTE
<p>California-registered vehicles that received a letter must have the software updated AND California documentation completed regardless of vehicle mileage.</p>	

- 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	<p>B23-11A 0.4 hrs Inspect mileage and download new software</p> <p>CRB-999 0.1 hrs</p>

			<p>Complete California POC form for California registered chassis.</p> <p>B23-11B 0.3 hrs Inspect mileage ONLY for over 300,000 miles per repair procedures.</p>
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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

Attachments

[US Customer Letter](#)

[Canada Customer Letter](#)

[E304 PACCAR MX-11 and MX-13 EMY2016 NOx and N2O Exceedance – US CARB Customer Letter](#)

[E304 PACCAR MX-11 and MX-13 EMY2016 NOx and N2O Exceedance - US Chassis List](#)

[E304 PACCAR MX-11 and MX-13 EMY2016 NOx and N2O Exceedance - Canada Chassis List](#)

Authored by: JB3

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E304

PACCAR MX-11 and MX-13 EMY2016 NO_x and N₂O Exceedance

Subject

PACCAR MX-11 and MX-13 EMY2016 NO_x and N₂O Exceedance

Whats New Abstract

Emissions Recall

Certain vehicles with PACCAR MX-11 and MX-13 EMY2016 engines with less than 300,000 miles (482,803 km) have been shown, in testing, to exceed regulatory limits for NO_x and N₂O emissions. **For chassis that fall under CARB regulations, there is no mileage limit.**

This bulletin now applies to both Canadian and U.S. registered vehicles.

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

Introduction

Emissions Recall

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.

Revision

03/20/2026: Chassis list updated with 31 additional chassis.

10/03/2023: Bulletin updated to include U.S. registered chassis.

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

Chassis Affected

3,139 (2,879 US and 260 CAN) All Models 320 / 365 / 367 / 389 / 520 / 567 / 579 / 587 with PACCAR MX-11 and MX-13 EMY2016 engines built between 01/16/2014 – 01/19/2017 – with less than 300,000

miles (482,803 km) **unless under CARB regulations where there is no mileage limit.**

Action

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. 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” next to the **E304** campaign code prior to performing this repair.
4. Follow the procedures to update software for emissions compliance.

Warranty

There is no time limit for this recall, but mileage is limited to vehicles with less than 300,000 miles (482,803 km) unless chassis falls under CARB regulations where there is no mileage limit. Peterbilt will pay for all applicable labor:

- **0.3 hours** labor to inspect mileage for 300k mileage or greater . **Only applicable to non-California registered vehicles** with 300,000 miles (482,803 km) or greater. Use Quick Claim Code **E304A**.
- **0.4 hours** labor to update emissions control software on a **non-California registered vehicle**. Use Quick Claim Code **E304B**.
- **0.5 hours** labor to update emissions control software and install Repair Proof of Completion label on a **California registered vehicle**. Use Quick Claim Code **E304C**.
- For extraordinary circumstances please use code **E304**, add from “Recommended Repairs”, and

then select the gear icon to edit Parts/Labor/Misc.

- File the claim within 7 days in accordance with the Warranty Policy.

PRWS CLAIM CODING			
Campaign Code:	E304	Campaign Type:	Field Repair
Claim Category:	Engine	Repair Type:	Proactive
Customer Concern Code:	45	Causal Code:	95
Corrective Action Code:	23	Responsibility Code:	Camp
Failure Location:	043-004-001	Causal Part:	2298832PEX
Supplier Code:	N/A	SRT Code:	<p>BE3-04A 0.4 hours Download new software</p> <p>CRB-999 0.1hours Complete California POC form for California registered chassis.</p> <p>BE3-04B 0.3hours Inspect mileage for > 300,000 miles per repair procedures. <i>(Does not apply to chassis registered in California)</i></p>

Parts

Software Only – Only California registered vehicles will require proof of repair label in table below.

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

Background

Certain vehicles with PACCAR MX-11 and MX-13 EMY2016 engines with less than 300,000 miles (482,803 km) have been shown, in testing, to exceed regulatory limits for NO_x and N₂O emissions. **For chassis that fall under CARB regulations, there is no mileage limit.**

This bulletin now applies to both Canadian and U.S. registered vehicles.

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.

For non-California registered chassis:

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, software update is not required.

For non-California registered chassis: repair is complete .

- 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.

For all California registered chassis and non-California registered chassis with less than 300,000

miles (482,803 km):

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:

- 1) Retrieve necessary software updates in DAVIE4.
- 2) Follow the prompts in DAVIE4 to complete the programming process.
- 3) Clear any DTCs generated during programming.
- 4) 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.

- 1) Use Recall code **0081**.
- 2) Fill out the Y53-6107 label fields with the Recall Code and Bulletin Number shown below.
 - a. Add the appropriate Dealer Code and Repair Date.

REPAIR PROOF OF COMPLETION
0081 RECALL CODE
DEALER CODE
REPAIR DATE
E304 BULLETIN NUMBER
PACCAR Y53-6107

6. 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

jams.



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

8. Take a photo of the new label after installation and attach it to the warranty claim. **CLAIMS SUBMITTED WITHOUT PHOTO MAY BE DENIED.**

Attachments

[E304 US - EPA Customer Letter](#)

[E304 US - CARB Customer Letter](#)

[E304 Canada English Customer Letter](#)

[E304 Canada French Customer Letter](#)

[E304 PACCAR MX-11 and MX-13 EMY2016 NOx and N2O Exceedance - US CARB Customer Letter](#)

[E304 PACCAR MX-11 and MX-13 EMY2016 NOx and N2O Exceedance - Chassis List](#)



Kenworth Truck Company
Customer Service Department
C/O PACCAR Parts
750 Houser Way North
Renton, WA 98057
(425) 828-5888



[Date]

Subject: E304: PACCAR MX-11 and MX-13 EMY2016 NOx and N2O Exceedance
Expiration Date: None

EMISSIONS RECALL

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

Dear Kenworth Customer,

Kenworth Truck Company has determined that certain vehicle model year 2016-2018, T660, T680, T800, T880, and W900 chassis manufactured between 02/10/2014 and 02/20/2017 may not conform to emission control requirements. Your vehicle may be releasing pollutants which exceed regulatory standards.

What is the problem?	Testing has shown that certain chassis exceed regulatory limits for NOx and N2O emissions.
What will your dealer do?	Update the emissions control software, free of charge.
What should you do?	Contact your dealer immediately to schedule a repair. This repair may require up to 1 hour of labor.

To locate your nearest Kenworth dealer, please scan the QR code at the top of this letter or use Dealer Locator at www.Kenworth.com. When scheduling this repair, please refer to recall E304: PACCAR MX-11 and MX-13 EMY2016 NOx and N2O Exceedance and the VIN(s) listed in this letter. You may be eligible for reimbursement if you performed this repair before receiving notification of the recall. For more information, please e-mail servicebulletins@paccar.com.

For vehicles registered in California, you will be provided with a Proof of Correction certificate by the service facility. California vehicle registration renewal cannot be completed, and the engine cannot legally operate in California if the recall is not completed at an authorized dealership.

If you are the lessor of this vehicle, federal regulations require you to forward a copy of this notice to the lessee within ten days. If you no longer own this vehicle, please email the last 8 digits of the VIN and the new owner's name and address to servicebulletins@paccar.com.

Sincerely,

Kenworth Customer Service



Peterbilt Motors Company
Customer Service Department
C/O PACCAR Parts
750 Houser Way North
Renton, WA 98057
(425) 828-5888



[Date]
Subject: E304: PACCAR MX-11 and MX-13 EMY2016 NOx and N2O
Exceedance
Expiration Date: None

EMISSIONS RECALL

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

Dear Peterbilt Customer,

Peterbilt Motors Company has determined that certain vehicle model year 2014-2017, Model 320, 365, 367, 389, 520, 567, 579, and 587 chassis manufactured between 01/16/2014 and 01/19/2017 may not conform to emission control requirements. Your vehicle may be releasing pollutants which exceed regulatory standards.

What is the problem?	Testing has shown that certain chassis exceed regulatory limits for NOx and N2O emissions.
What will your dealer do?	Update the emissions control software, free of charge.
What should you do?	Contact your dealer immediately to schedule a repair. This repair may require up to 1 hour of labor.

To locate your nearest Peterbilt dealer, please scan the QR code at the top of this letter or use Find a Dealer at www.Peterbilt.com. When scheduling this repair, please refer to recall E304: PACCAR MX-11 and MX-13 EMY2016 NOx and N2O Exceedance and the VIN(s) listed in this letter. You may be eligible for reimbursement if you performed this repair before receiving notification of the recall. For more information, please e-mail servicebulletins@paccar.com.

For vehicles registered in California, you will be provided with a Proof of Correction certificate by the service facility. California vehicle registration renewal cannot be completed, and the engine cannot legally operate in California if the recall is not completed at an authorized dealership.

If you are the lessor of this vehicle, federal regulations require you to forward a copy of this notice to the lessee within ten days. If you no longer own this vehicle, please email the last 8 digits of the VIN and the new owner's name and address to servicebulletins@paccar.com.

Sincerely,

Peterbilt Customer Service