

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

PACCAR MX-13 EMY16 Software Update for Urea Quality Sensor

Date

8/4/2025

Revision

07/15/2026: The campaign expiration date has been changed from 09/01/2026 to 03/01/2027.

Condition

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 .

Chassis Affected

2 (2 U.S. and 0 Canada) Kenworth Model T680s manufactured on 02/21/2017, 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. 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.

3. 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.
4. Follow procedures in “Links” section to update software.

Warranty

For repairs completed by **03/01/2027**, Kenworth will pay for labor:

- **0.5 hours** labor to open a TCS 365 case and update PCI software per bulletin procedure. Use Quick Claim **E324**.
- Urea Quality Sensor replacement is not required for this campaign and is not covered under this campaign.
- File an additional claim for extraordinary circumstances. A Quick Claim for standard labor must be filed first.
- Kenworth dealers may perform E324 repairs on a Peterbilt chassis, but Quick Claims do not apply. For Peterbilt repairs, file a long form claim.

- File the claim within 14 days in accordance with Kenworth warranty policy [CA009](#).

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. Follow steps in procedure in the Links section below to program software.

Links

[E324 - KW Chassis List](#)

[E324 - Software Update Procedure](#)

[E324 - KW US Customer Letter](#)

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Date

8/4/2025

Revision

07/15/2026: The campaign expiration date has been changed from 09/01/2026 to 03/01/2027.

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.

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 **03/01/2027**, 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](#)