

# E304 - PACCAR MX-11 and MX-13 EMY2016 NO<sub>x</sub> and N<sub>2</sub>O Exceedance

## Number

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E304

## Description

PACCAR MX-11 and MX-13 EMY2016 NO<sub>x</sub> and N<sub>2</sub>O Exceedance

## Subject

PACCAR MX-11 and MX-13 EMY2016 NO<sub>x</sub> and N<sub>2</sub>O Exceedance

## Date

3/22/2023

## 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

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

**09/22/2023** - Bulletin updated to include repair procedures.

## Chassis Affected

**3,105** (2,120 US (EPA), 725 US (CARB), and 260 CAN) All Models 320, 365, 367, 389, 520, 567, 579 and 587 with PACCAR MX-11 and MX-13 EMY2016 engines built between 01/06/2016 – 12/31/2016 – with less than 300,000 miles (482,803 km) **unless under CARB regulations where there is no mileage**

We'd love your feedback on your experience with Lists.



We have just two questions for you.

**limit.**

## Action

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## Resolution

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### 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

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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			
<b>Campaign Code:</b>	E304	<b>Campaign Type:</b>	Field Repair
<b>Claim Category:</b>	Engine	<b>Repair Type:</b>	Proactive
<b>Customer Concern Code:</b>	45	<b>Causal Code:</b>	95
<b>Corrective Action Code:</b>	23	<b>Responsibility Code:</b>	Camp
<b>Failure Location:</b>	043-004-001	<b>Causal Part:</b>	2298832PEX
<b>Supplier Code:</b>	N/A	<b>SRT Code:</b>	<b>BE3-04A</b> <b>0.4 hours</b> Download new software  <b>CRB-999</b> <b>0.1hours</b> Complete California POC form for California



		registered chassis.  <b>BE3-04B</b> <b>0.3hours</b> Inspect mileage for > 300,000 miles per repair procedures. <i>(Does not apply to chassis registered in California)</i>
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## 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<sub>x</sub> and N<sub>2</sub>O 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

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**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:

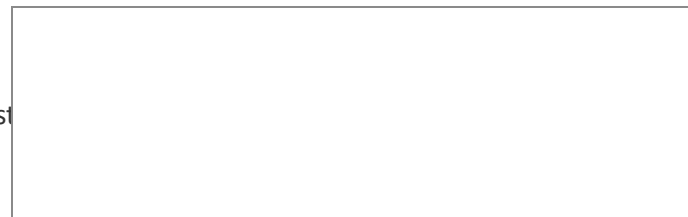
- 1) Retrieve necessary software updates in DAVIE4.
- 2) Follow the prompts in DAVIE4 to complete the programming process.
- 3) Clear any DTCs generated during programming.
- 4) Disconnect DAVIE4

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
<b>0081</b>
RECALL CODE
DEALER CODE
REPAIR DATE
<b>E304</b>
BULLETIN NUMBERS
<b>PACCAR</b> 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 inst



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.**

## Links

[E304 US - EPA Customer Letter](#)

[E304 US - CARB Customer Letter](#)

[E304 Canada English Customer Letter](#)

[E304 Canada French Customer Letter](#)



[E304 Chassis List](#)





Select the date.

## IMPORTANT EMISSIONS RECALL

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

Subject: Emissions Recall: E304 – PACCAR MX-11 and MX-13 EMY2016 NO<sub>x</sub> and N<sub>2</sub>O Exceedance  
EXPIRATION DATE: NONE

Dear Peterbilt Customer,

**You are receiving this notice in accordance with the Canadian Environmental Protection Act of 1999.**

Peterbilt Motors has determined that you may own a vehicle with a PACCAR MX-11 or MX-13 2016 model year engine manufactured from 01/06/2016 through 12/31/2016 that may not conform to emission control requirements. Your vehicle may be releasing air pollutants which exceed regulatory standards.

<b><i>What is the problem?</i></b>	Certain chassis with PACCAR MX-11 or MX-13 EMY2016 engines may be exceeding emissions regulatory standards.
<b><i>What will your dealer do?</i></b>	A software update is now available to correct this emissions issue.
<b><i>What should you do?</i></b>	Contact your local Peterbilt dealer to arrange for repairs.

Peterbilt Motors Company has initiated this notice to remedy the issue at no charge to you. Please contact your Peterbilt dealer to schedule an appointment for this service. To find your Peterbilt dealer, please visit the Dealer Locator at [www.Peterbilt.com](http://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 require up to one hour of labor depending on dealer scheduling.

**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 or experience any difficulty in making arrangements for this repair, please contact the Peterbilt Customer Experience Department at [PB.Tech.Pubs.Dept@paccar.com](mailto:PB.Tech.Pubs.Dept@paccar.com)

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days.

If you no longer own this vehicle, we would appreciate you advising us of the new owner. Please send all known ownership and address changes to [PBDiv.Warranty.Docs@paccar.com](mailto:PBDiv.Warranty.Docs@paccar.com).

We apologize for any inconvenience this campaign 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

Select the date.

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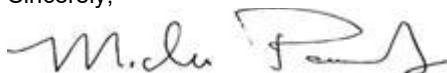
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Michelle Ponsonby  
Director of Customer Experience  
Peterbilt Motors Company

Sélectionner la date

## IMPORTANT RAPPEL RELATIF AUX ÉMISSIONS

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

Objet : Rappel relatif aux émissions : E304 – Dépassement d'oxyde d'azote et d'oxyde nitreux sur MX-11 et MX-13 EMY2016 de PACCAR.

DATE D'EXPIRATION : AUCUNE

Cher client Peterbilt,

Nous vous faisons parvenir cet avis conformément aux exigences de la Loi canadienne sur la protection de l'environnement (1999).

Peterbilt Motors a constaté qu'il est possible que vous soyez propriétaire d'un véhicule équipé d'un moteur MX-11 ou MX-13 de PACCAR de l'année 2016, fabriqué entre le 06/01/2016 et le 31/12/2016, qui ne se conforme peut-être pas aux exigences relatives au contrôle des émissions. Il est possible que votre véhicule libère des polluants atmosphériques qui excèdent les normes réglementaires.

<b>Quel est le problème ?</b>	Il est possible que le moteur PACCAR MX-11 ou MX-13 EMY 2016 de certains châssis excède les normes réglementaires relatives aux émissions.
<b>Que fera votre concessionnaire ?</b>	Une mise à jour du logiciel est maintenant disponible afin de corriger le problème relatif aux émissions.
<b>Que devriez-vous faire</b>	Communiquer avec votre concessionnaire Peterbilt local afin de prendre rendez-vous pour les réparations.

Peterbilt Motors Company a mis en place cet avis afin de remédier au problème, sans frais. Veuillez communiquer avec votre concessionnaire Peterbilt afin de prendre rendez-vous pour ce service. Pour trouver votre concessionnaire Peterbilt, veuillez consulter Dealer Locator sur [www.Peterbilt.com](http://www.Peterbilt.com) ou balayer le code à barres ci-après. Au moment de communiquer avec votre concessionnaire Peterbilt, vous référer au numéro de bulletin ainsi qu'au(x) NIV(s) cité(s) à la présente. Cette réparation peut nécessiter jusqu'à une heure de main-d'œuvre selon la disponibilité du concessionnaire.

**Pour les véhicules enregistrés en Californie**, un certificat de preuve de correction vous sera remis par l'établissement offrant le service. Si le chauffeur n'est pas le propriétaire enregistré du véhicule, veuillez fournir une adresse postale pour le certificat. Veuillez noter que le renouvellement de l'enregistrement du véhicule ne peut être complété et que le moteur ne peut être légalement opéré dans l'état de la Californie si le propriétaire omet de conduire le véhicule chez un concessionnaire autorisé afin de compléter le rappel une fois que celui-ci est disponible.

Si vous avez besoin de plus d'information au sujet de ce rappel ou rencontrez des difficultés à prendre rendez-vous pour cette réparation, veuillez communiquer avec le département du service à la clientèle de Peterbilt sur [PB.Tech.Pubs.Dept@paccar.com](mailto:PB.Tech.Pubs.Dept@paccar.com)

La loi fédérale nécessite de tout bailleur de véhicules qui reçoit cet avis d'en faire parvenir une copie à toute personne ayant loué un véhicule et ce, dans un délai de dix jours.

**Si ce véhicule ne vous appartient plus, nous apprécierions que vous nous fassiez part du nom du nouveau propriétaire, si vous le connaissez. Veuillez faire parvenir tout changement connu relatif au nouveau propriétaire et son adresse à [PBDiv.Warranty.Docs@paccar.com](mailto:PBDiv.Warranty.Docs@paccar.com).**

Nous nous excusons pour tout inconfort causé par cette campagne et vous remercions de votre participation afin d'aider Peterbilt 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.

Salutations,



Michelle Ponsonby  
Directrice du service à la clientèle  
Peterbilt Motors Company

Scan this QR code to open the  
Peterbilt Dealer Locator.

