



Technical Information Bulletin

E167



Section

Inlet/Exhaust and Aftertreatment

Subject

MY2016 PACCAR MX PM Sensor

Release Date

11/22/2016

Condition

Fault Codes P3952, P3959, P3961, or P3962.

Chassis Affected

All MY2016 PACCAR MX-11 & MX-13 powered vehicles built from 01/11/2016 through 08/28/2016.

Action

FIX-AS-FAIL

If a customer comes into your dealership and demonstrates the condition above, repair using the procedure below.

Warranty

Through Standard Warranty (includes Extended Warranty) Kenworth will pay for parts at dealer net plus applicable mark-up and labor:

- 0.7 hours labor to replace PM Sensor (P/N 2131544PE) for P3952 (SRT 043-906). (Use Quick Claim Code E167A).
- 0.7 hours labor to replace PM Sensor (P/N 2131851PE) for P3952 (SRT 043-906). (Use Quick Claim Code E167B).
- 0.3 hours (SRT ESB167) labor to clear codes for P3959, P3961, or P3962. (Use Quick Claim Code E167C).
- File an additional claim for extraordinary circumstances. A quick claim for standard labor must be filed first.

NOTE: Kenworth dealers may perform E167 repairs on Peterbilt chassis, but Quick Claims do not apply. For Peterbilt chassis repairs, use the long claim input form in DWWC selecting "Draft/Offline Claims," the "General" tab, and in the "Type of Claim" drop down box, select "PACCAR Engine Claim," then manually enter claim codes (Campaign #, Failure type, and SRT).

CLAIM CODING			
Failure Location:	043-006-999	Work Accomplished:	35 R&R with new
Failure Type:	115	Responsibility Code:	01/06
SRT Code:	043-906,045-989, 101-004 -or- ESB-167	Claim Type:	A/D
Ship Code	WP		

Take-Off Parts Disposition: Return PM sensors to:

PACCAR WARRANTY
PARTS RETURN CENTER
502 HOUSER WAY NORTH
RENTON, WA 98057

UPS ACCT. #305-5F6

Parts

Parts are available from PACCAR Parts. See Procedure Section below to determine which P/N to order.

Quantity	ECAT P/N (Don't order)	PPD P/N (Order this)	Description
1	2044457PE	2131544PE	PM Sensor (1000 mm lead)
1	2106043PE	2131851PE	PM Sensor (1200 mm lead)

Procedure

For P3952 – Contact PACCAR Region Engine Service Manager (RESM). Search ECAT for the old ECAT PM sensor P/N, as listed in the Parts section above. Replace the PM sensor with the appropriate new PPD PM sensor P/N, as listed.

For P3959, P3961 or P3962 – Clear codes and release the chassis. The ultimate fix will be addressed in PACCAR MX-13 EPA2013 (MY2016) RC4 and PACCAR MX-11 EPA2013 (MY2016) RC4 to be released in December 2016.

Authored by: GH

Access to PACCAR's Enterprise Portal is provided as a benefit of doing business with PACCAR. All applications and content accessed through this system are confidential and proprietary and the property of PACCAR Inc and its suppliers, and must be kept strictly confidential pursuant to the contract licensing such access. Disclosure, publication, release or distribution of any material found on PACCAR systems to any person other than employees with a need to know such information is strictly prohibited. All activity on this system is monitored. If PACCAR suspects or discovers any unauthorized activity, access may be immediately terminated without prior notification. Violators may be subject to legal action.

© Copyright 2016 PACCAR Inc. All rights reserved. We welcome your [feedback](#) on this page. For technical questions or concerns about this page, please contact the [DealerNet Webmaster](#).