



## Technical Information Bulletin

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### E186



### Section

Miscellaneous

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### Subject

PACCAR MX-13 and MX-11 EPA2017 MY2017 Emissions Labels with Missing Information

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### Release Date

4/13/2017

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### Revision

4/17/2017 Added specific instructions to order the label through SupportLink.

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### Condition

Certain vehicles built with MY2017 PACCAR MX-13 or MX-11 EPA2017 engines may have EPA labels that are missing emission information. These labels must be replaced with a valid engine label.

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### Chassis Affected

1,151 vehicles (1,075 US and 76 Canada) built between 01/16/2017 and 03/06/2017 with a MY2017 PACCAR MX-13 or MX-11 EPA2017 engine.

[E187](#) and [E188](#) have been released at the same time with the goal for you to complete as many of these updates as possible in one service event.

**NOTE**

Not every campaign applies to every chassis. Review DWWC/SIR for the applicable campaigns for specific chassis. Be prepared to tell a customer how much time you will need to turn their vehicle around based upon the applicable campaigns for their chassis.

**Action****CAMPAIGN**

Review the attached chassis list for your dealer code and schedule your customer(s) for service if their chassis is on the list. Use the attached procedure. Review the DWWC or SIR for "Complete" next to the "E186" campaign code prior to performing this repair.

**Warranty**

There is no time or mileage limit for this campaign. Kenworth will pay for parts at dealer net plus applicable mark-up and labor:

- 0.3 hours labor to remove and replace the engine label. (Use Quick Claim Code E186)
- File an additional claim for extraordinary circumstances. A quick claim for standard labor must be filed first.

Kenworth dealers may perform E186 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:	053-005-021	Work Accomplished:	35
Failure Type:	700	Responsibility Code:	01
SRT Code:	ESB-186	Claim Type:	F

Take-Off Parts Disposition: Destroy all take-off parts.

**Parts**

Parts are available from PACCAR Parts. See the attached ordering procedure.

Quantity	Part Number	Description
1	MXENGINELABEL	EPA/CARB Label

**Procedure****Label Ordering**

Follow this link to the Engine Support Center for the [Label Ordering Procedure](#).

1. Open **SupprtLink**.
2. Hover over **I need to Place An Order**, then move the cursor to the list on the right and select **E186 Recall Label**.

The screenshot shows the SupprtLink search interface. At the top, there is a search bar with a dropdown menu set to 'Complex Expression' and a 'Search' button. Below the search bar is a text input field and a 'Click here for Advanced Search' link. The main content area is divided into two columns. The left column contains a vertical list of menu items, with 'I need to place an order' highlighted by a white arrow pointing to the right. The right column contains a list of links corresponding to the menu items, including 'Reserve or Conditional Release', 'TD Order', 'TD Warranty', 'Other Order', 'Custom Key Code', 'Bendix ECU', 'Label', '215-D Recall Label', 'Recall Campaign', 'Common Parts List', 'Glove Box Literature Kit', 'TD Complete MX Engine', 'Retrofit', 'SmartGage', and 'E186 Recall Label'.

3. After selecting the E186 Recall Label a case for the label will be opened and, if needed, an attachment can be added with multiple chassis/ESN as required.

## Submit a question to our support team.

**Subject \***

**PO # \***

Please provide the last 8 of the VIN#.

**Chassis # \***

**Engine Serial # \***

**Customer Name \***

Please state any additional questions or list additional chassis/engine serial numbers

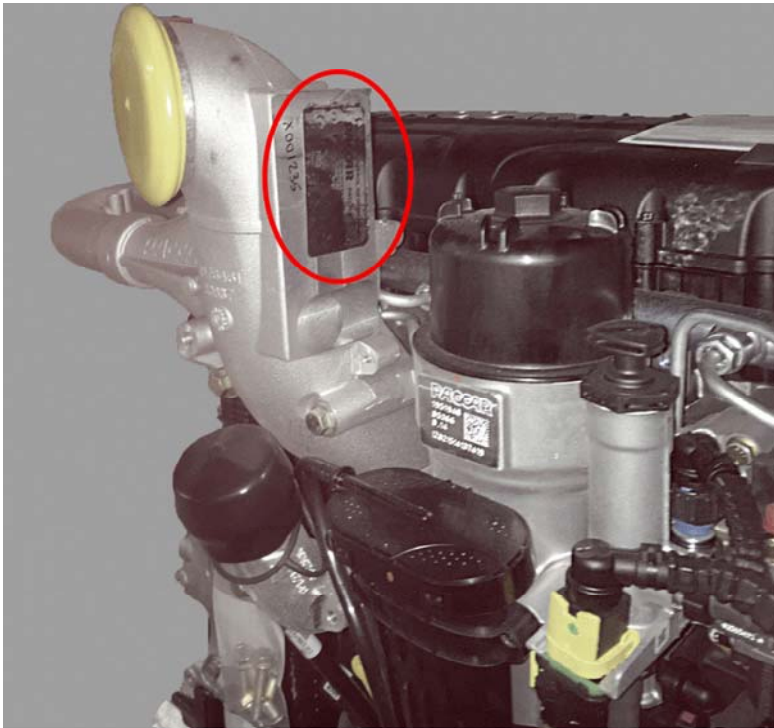
**Question \***

**Attach Documents**

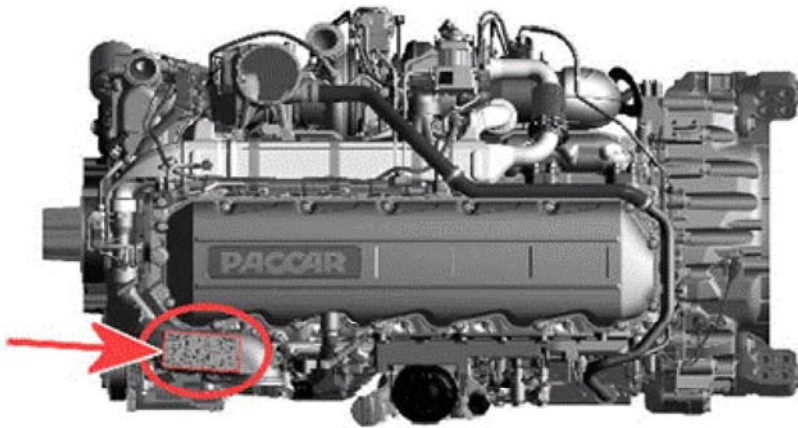
 

## Label Installation

1. Remove the EPA/CARB label with the missing information from the engine's intake pipe. This label **MUST** be removed before installing the replacement label.



# MX-11



# MX-13

2. The valid EPA/CARB label must be placed on the intake pipe in the same location as the original labels.

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## Attachments

 [Chassis List](#)

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