



A **PACCAR** COMPANY

Kenworth Truck Company  
Customer Service Department  
PO Box 1000  
Kirkland, Washington 98083-1000  
(425) 828-5000

Date TBD

[First VIN]

Customer Name

Address

City, State Zip

Subject: E185 - PACCAR MX-13 MY2016 Flywheel Housing Bolt Torque

Dear Kenworth Customer,

Your vehicle (listed within this letter) is eligible for a campaign to retorque the Flywheel Housing bolts. A process variance at the manufacturing plant may have caused some engine flywheel housing bolts to be improperly torqued, leading to loosening and potential bolt breakage over time.

Please contact a Kenworth dealership to schedule an appointment for this work. If you have already had this work performed, please disregard this letter. You can find your nearest Kenworth dealer at Dealer Locator on the website [www.Kenworth.com](http://www.Kenworth.com).

When contacting your selected Kenworth dealer, refer to campaign **E185** and the VIN listed on this letter. The work will take approximately **1.0 hour** and there will be no charge to you if completed within Standard Warranty (excludes Extended Warranty) or for upgrades completed by 5/01/2018, whichever is greater. We apologize for this inconvenience but ask for your cooperation to ensure your continued satisfaction with Kenworth products.

If you no longer own this vehicle, we would appreciate your advising us of the new owner if you know their name.

Thank you,

A handwritten signature in black ink, appearing to read 'Shondip Chakravarty'.

Shondip Chakravarty  
Director of Customer Service  
Kenworth Truck Company

VIN: [VIN List]



## Technical Information Bulletin

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### E185



### Section

Cylinder Block

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### Subject

PACCAR MX-13 MY2016 Flywheel Housing Bolt Torque

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### Release Date

4/24/2017

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### Condition

Some MX-13 MY16 vehicles built at the Chillicothe plant are experiencing a loss of torque of the Flywheel Housing bolts.

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### Chassis Affected

611 chassis (583 U.S. and 28 Canada) equipped with PACCAR MX-13 EPA2013 MY2016 engine.

See the attached chassis list.

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### 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. Service all chassis affected that enter your dealership, even if the customer has no issue with the chassis. Use the attached

procedure. Review DWWC/SIR for “Complete” next to the E185” campaign code prior to performing this repair.

## **Warranty**

Through Standard Warranty (excludes Extended Warranty) or for repairs completed by 5/01/2018, whichever is greater, Kenworth will pay for parts at dealer net plus applicable mark-up and labor:

- 0.6 hours labor to retorque the flywheel housing bolts on vehicles with short hoods. Includes 0.1 hours to disconnect the driveline for access and 2 tech time to hold the socket for the top two bolts. Use Quick Claim Code ESB-85A.
- 0.5 hours labor to retorque flywheel housing bolts on vehicles with standard hoods. Use Quick Claim Code ESB-85B.
- File an additional claim for extraordinary circumstances. A quick claim for standard labor must be filed first.

CLAIM CODING			
Failure Location:	045-004-001	Work Accomplished:	10
Failure Type:	240	Responsibility Code:	02
SRT Code:	ESB-85A for short hoods ESB-85B for standard hoods	Claim Type:	F

## **Procedure**

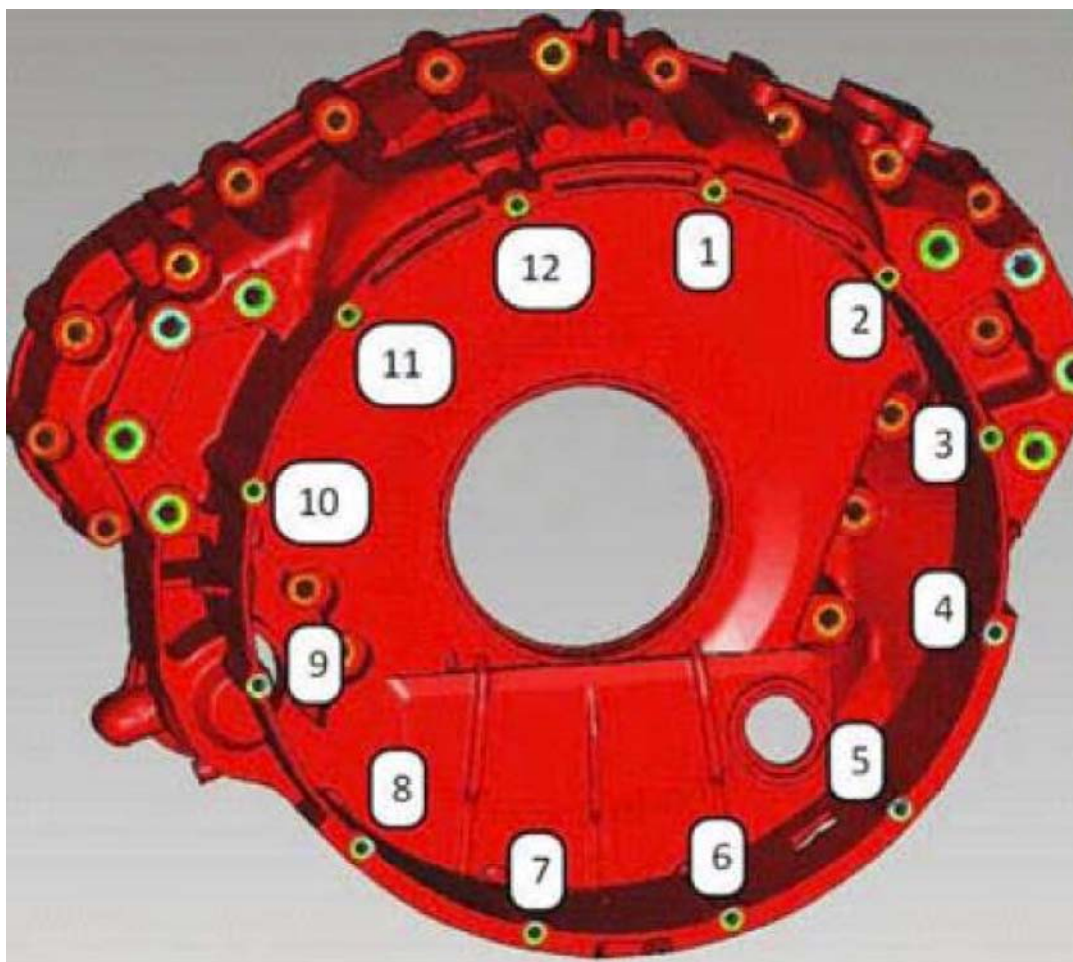
### **Tools**

- Torque wrench



### **Procedure**

- Torque the flywheel housing bolts to 79±6 N·m (58±5 lb-ft.).



## Attachments

 [Campaign Chassis List](#)

 [Customer Letter](#)

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