



## Technical Information Bulletin

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### E184



### Section

Cylinder Block

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### Subject

PACCAR MX-13 EPA2013 MY2016 Incorrect Allison Flywheel

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### Release Date

6/6/2017

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### Condition

PACCAR MX-13 EPA2013 MY2016 Engines with incorrect flywheels.

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### Chassis Affected

Six T880 chassis, (US only) built from 01/24/2017 through 01/25/2017, equipped with PACCAR MX-13 EPA2013 MY2016 engines. See the attached chassis list for specific chassis.

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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. This campaign must be completed before the service interval described below. Review the DWWC or SIR for "Complete" next to the "E184" campaign code prior to performing this repair.

Follow the procedures below to inspect the flywheel to determine if it is correct. If it is not, replace the flywheel before performing the first service at the interval noted below, based on application.

- **Heavy duty applications** 30,000 mile service
- **Normal duty applications** 60,000 mile service

Doing lash adjustments with the incorrect flywheel will result in engine damage.

## **Warranty**

Through Standard Warranty (excludes Extended Warranty) or for repairs completed by 07/01/2018, whichever is greater, Kenworth will pay for parts at dealer net plus applicable mark-up and labor:

- 0.3 hours labor to inspect flywheel and find it is correct.
- 7.0 hours labor to replace the flywheel.

Kenworth dealers may perform E184 repairs on Peterbilt chassis. 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:	045-004-008	Work Accomplished:	35
Failure Type:	470	Responsibility Code:	02
SRT Code:	045-xxx examine time 045-041 examine and replace time	Claim Type:	F

Take-Off Parts Disposition: Destroy take-off parts

## **Parts**

Parts are available from PACCAR Parts

Quantity	Part Number	Description
1	1993511PE	Flywheel

## **Procedure**

1. Remove the Access Plate.
2. Turn the engine over until the TDC mark is visible through the access port.
  - If the 1 and 6 are next to the TDC mark, the flywheel is correct. No further action is needed.



- If the 1 and 6 are separated from the TDC mark, the flywheel is incorrect. Order a new flywheel as referenced in the parts section.
  - Replace the flywheel using appropriate service documentation. Transfer the Flexible plate (1778068) and bolts to the new flywheel.



3. Install the Access Plate.

## **Attachments**

 [Customer Letter](#)

 [Chassis List](#)

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Authored by: OF

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## Service Bulletin

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### E184

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#### Section

Cylinder Block

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#### Description

PACCAR MX-13 Model Year 2016 EPA 2013 engines may have incorrect flywheel

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#### Release Date

6/6/2017

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#### Revision History

6/12/2017 - Updated Expiration Date

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#### Introduction

Peterbilt has determined that certain vehicles built between 01/25/2017 and 02/06/2017 with a PACCAR MX-13 EPA2013 MY2016 engine may have an incorrect flywheel.

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#### Resolution

##### 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. This campaign **must** be completed before the service interval described below. Review the DWWC or SIR for "Complete" next to the "E184" campaign code prior to performing this repair.

Follow the procedures below to inspect the flywheel to determine if it is correct. If it is not, replace the flywheel before performing the first service at the interval noted below, based on application.

- Heavy duty applications 30,000 mile service
- Normal duty applications 60,000 mile service

Doing lash adjustments with the incorrect flywheel will result in engine damage.

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## **Warranty**

Through Standard Warranty or for repairs completed by 07/01/2018, whichever is greater, Peterbilt will pay for parts at dealer net plus applicable mark-up and labor:

- 0.3 hours labor to inspect flywheel and find it is correct. (Quick claim code E184A)
- 7.0 hours labor to inspect and replace the flywheel if found to be incorrect. (Quick Claim E184B)

NOTE: Peterbilt dealers may perform E184 repairs on Kenworth chassis, but Quick Claims do not apply. For Kenworth 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).

For Field...	Enter...
Failure Location	045-004-008
Failure Type	700
Claim Type	A
Responsibility	09
SRT 045-404	0.30 hours labor to inspect
SRT 045-401	7.0 hours labor to inspect and replace

Take-Off Parts Disposition: Destroy take-off parts 30 days after claim is paid

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## **Parts**

Parts are available from PACCAR Parts

<b>E184 Parts List</b>		
Quantity	Part Number	Description
1	1993511PE	Flywheel

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## **Procedure**

1. Remove the Access Plate.
2. Turn the engine over until the TDC mark is visible through the access port.

- If the 1 and 6 are next to the TDC mark, the flywheel is correct. No further action is needed.



- If the 1 and 6 are separated from the TDC mark, the flywheel is incorrect. Order a new flywheel as referenced in the parts section.
- Replace the flywheel using appropriate service documentation. Transfer the Flexible plate (1778068) and bolts to the new flywheel.



3. Install the Access Plate.

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## **Attachments**

[E184 Chassis List](#)

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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: E184: PACCAR MX-13 EPA13 MY16 Incorrect Allison Flywheel

Dear Kenworth Customer,

Your vehicle (listed within this letter) is eligible for a campaign to verify that the correct flywheel is installed and replace the flywheel if needed. While the incorrect flywheel does not cause any engine problems, it may cause engine damage during lash adjustment. It is important that this condition be corrected BEFORE the vehicle has a lash adjustment performed. Per the recommended maintenance schedule, the lash adjustment occurs during the 30,000-mile (48,000-km) service for heavy-duty applications and the 60,000-mile (96,000-km) service for normal duty applications.

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 E184 and the VIN listed on this letter. The work will take approximately 7.0 hours, depending on vehicle configuration and dealer scheduling. There will be no charge to you if completed within Standard Warranty (excludes Extended Warranty) or for upgrades completed by 07/01/2018, whichever is greater. We apologize for this inconvenience but ask for your cooperation to ensure your continued satisfaction with Kenworth products.

If you require further information about this campaign, reimbursement of a pre-notification remedy associated with this campaign or experience any difficulty in making arrangements for this repair, please contact:

Email: [Kenworth.Customer.Service@paccar.com](mailto:Kenworth.Customer.Service@paccar.com) with the bulletin number in the subject line.

OR

Mail: Kenworth Truck Company, P.O. Box 1000, Kirkland, WA 98083-1000, Attn: Customer Service Department

OR

Phone: 425-828-5000.

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

Thank you,

Shondip Chakravarty  
Director of Customer Service  
Kenworth Truck Company

VIN: [VIN List]