



## Service Bulletin

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### R1710

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#### Section

Aftertreatment - 43

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#### Description

Model Year 2017 Retrofit – Urea Quality Sensor

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#### Release Date

4/27/2018

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#### Introduction

Peterbilt has determined that certain vehicles equipped with pre-production parts on PACCAR MX-11 and MX-13 GHG2017 MY2017 engines and built between 12/01/2015 and 10/25/2016 must be updated to production levels. R1710 involves replacing pre-production Urea Quality Sensor with production parts.

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#### Resolution

##### Campaign

The chassis may require more than one of the campaigns noted below. Ensure that the customer is aware of the complete extent of work that will be performed on their particular 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. Confirm with the customer that your dealership will be the repairing location before ordering parts.
3. Prepare an inventory of the parts needed and **ensure all required parts have arrived prior to scheduling the chassis for the retrofit.**
4. Review the DWWC or SIR for "Complete" next to the "R1710" campaign code prior to performing this repair.
5. Follow the procedures below to replace the pre-production Urea Quality Sensor with production parts.

This campaign should be performed as soon as possible to avoid the possibility of civil fines.

NOTE: See DWWC/SIR if one or more of the following campaigns also apply to a given chassis: R1701, R1702, R1703, R1704, R1705, R1706, R1707, R1708, R1709, R1710, R1711, R1712, R1713,

R1714, R1715, R1716, R1717, R1718, and R1719.

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## Warranty

There is no time or mileage limit for this campaign. Peterbilt will pay for parts at DealerNet plus applicable markup and labor:

- 1.6 hours labor to R&R the Urea Quality Sensor.
- File a long form claim and reference R1710 in the claim.

For Field...	Enter...
Failure Location	043-007-142
Failure Type	700
Claim Type	C
SRT 043-086	1.6 hours labor to R&R the Urea Quality Sensor

Take off parts disposition: Destroy parts 30 days after the claim has been paid.

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## Parts

Parts are available from PACCAR Parts. Only one of the UQS parts along with an O-ring below is required, review the attached chassis list for the part required for the affected vehicle.

Quantity	Part Number	Description
1	Q21-6127-001	Urea Quality Sensor
1	Q21-6127-002	Urea Quality Sensor
1	Q21-6127-006	Urea Quality Sensor
1	Q21-6127-007	Urea Quality Sensor
1	M42-6005	Urea Quality Sensor O-Ring

## **PARTS ORDERING PROCEDURE**

Confirm with the customer that your dealership will be the repairing location before ordering parts and obtain the chassis number. **All orders** must be requested **through SupportLink**. Please refer to the following instructions for how to submit a SupportLink case:

1. SupportLink Case—Customer Service|Chassis Specific Orders|Other and in the **Other\*** field enter "2017 QV Retrofit".
2. Enter **all** part numbers that are needed based on the Retrofit bulletins associated with the specific chassis number.
  - If a list of part numbers is not provided in the case, the order will not be placed.** It will not be assumed all parts on the bulletins are needed since some could already be in dealer inventory. Only the part numbers provided will be ordered.
3. Enter the chassis number in its designated field. **This is required for the order to be placed to validate participation in the retrofit.**
4. Provide shipping method.
5. PPD will ship these requested parts for the specific chassis:

**Contents:** retrofit parts per chassis (as provided in step #2)

**Shipping method:** as provided in step #4

**Delivery time:** depends on instruction

**Packing slip will include:**

- Dealer Order Number as: "RETRO CH [ChassisNumber]"
  - Packing List (this may or may not match the Chassis\Parts List attached to this bulletin depending on availability of parts).
  - Secondary shipments will be identified on the order number with a suffix number, e.g. [ChassisNumber]-2. This applies to parts that are not available at the time of the initial TIB posting.
6. Ensure both the Parts and Service Managers are aware of the chassis specific order.
  7. **Ensure your dealership has all parts on hand before scheduling retrofit work.**

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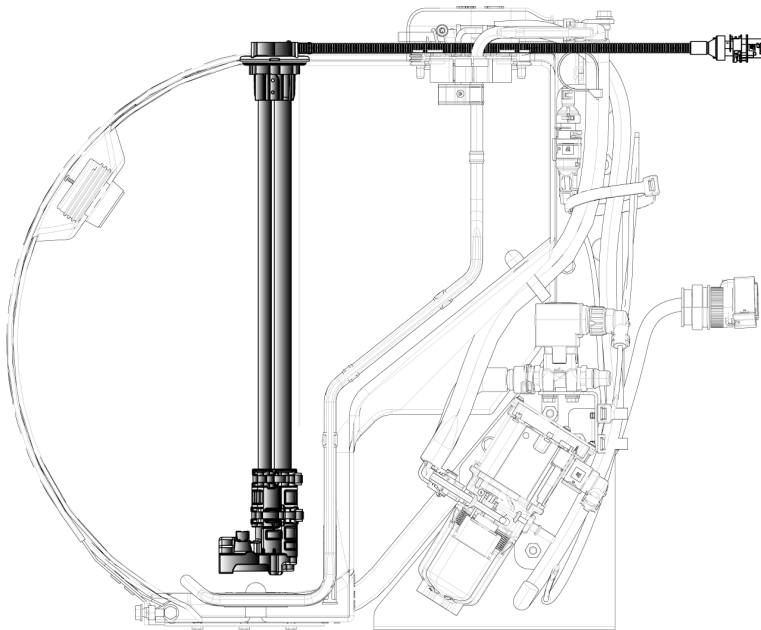
## **Procedure**

Replace the pre-production Urea Quality Sensor with a production part. Review the instructional video of the Urea Quality Sensor removal available at

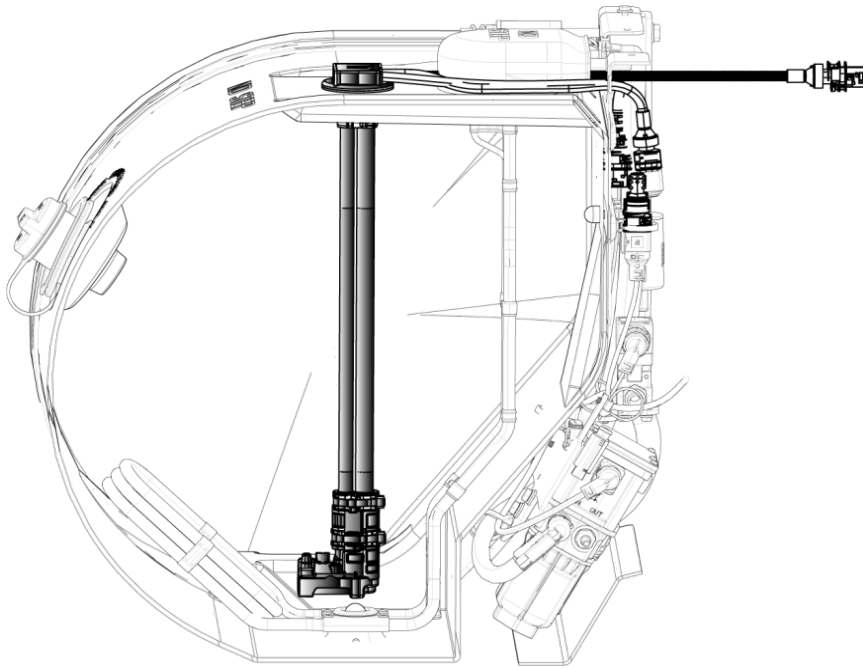
1. Remove the DEF tank.
2. Remove the DEF tank trim cover if one is installed.
3. Disconnect the sensor connector.
4. Remove the sensor.

Install the new sensor and reinstall the DEF fluid tank in reverse order of removal. Refer to the appropriate image below based on DEF tank part number.

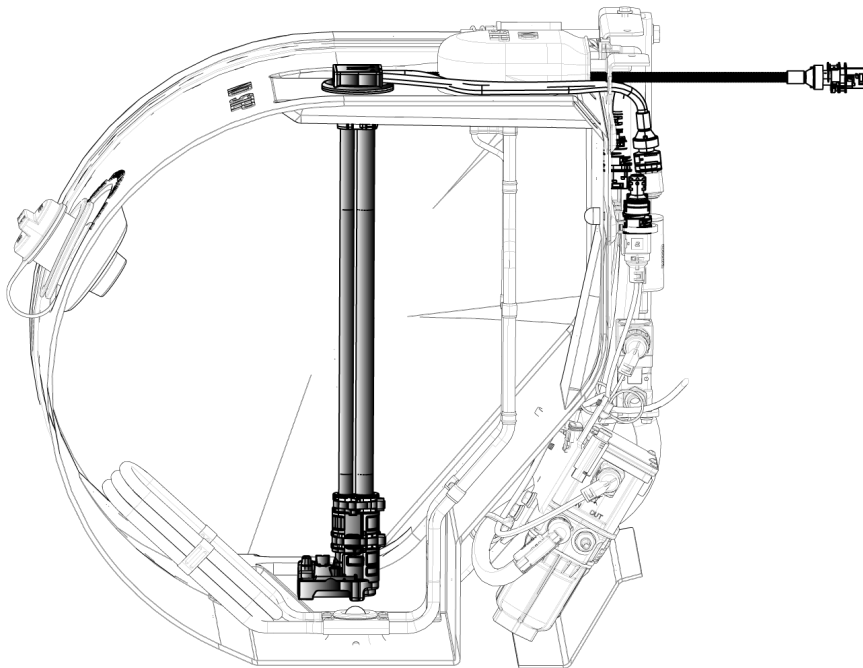
### **P/N Q21-6127-001 UQS**



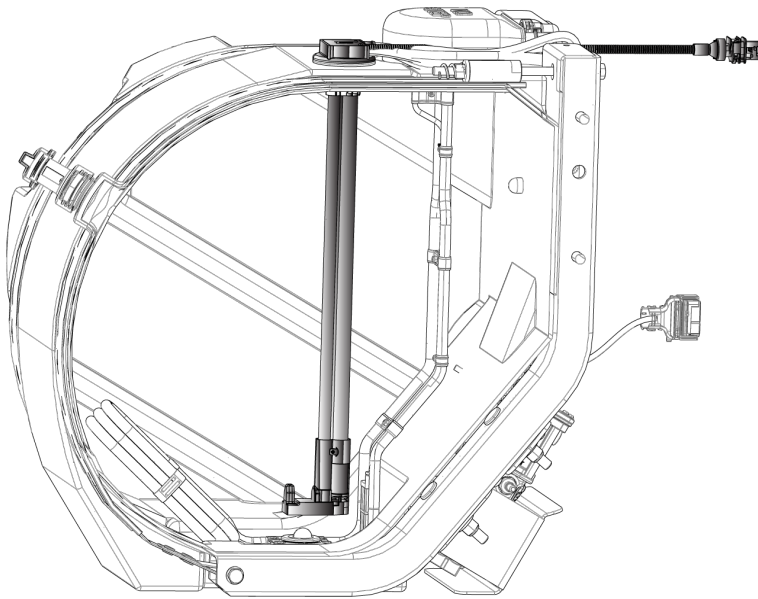
### **P/N Q21-6127-002 UQS**



**P/N Q21-6127-006 UQS**



**P/N Q21-6127-007 UQS**



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## **Attachments**

[R1710 Chassis list with parts](#)

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