



Service Bulletin

R1702

Section

045- Engine

Description

Model Year 2017 Retrofit - Emissions Label and Software Update

Release Date

4/27/2018

Introduction

Peterbilt has determined that certain pre-production vehicles equipped with PACCAR MX-11 and MX-13 GHG2017 MY2017 engines and built between 11/15/2016 and 12/08/2016 must be updated to production levels. R1702 requires an engine software update and new emission label

Resolution

CAMPAIGN

The chassis may require more than one of the campaigns noted below. Ensure that the customer is aware of the 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. Do an inventory of the parts to **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 "R1702" campaign code prior to performing this repair.
5. Follow the procedures below to replace the Emissions Label and update the software.

Perform this repair 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: E210, E211, E212, E213, E214, E215, E216, E217, E218, E219, E220, E221, E222, E223, E224, E225, E226, E227, E228 and E229.

Warranty

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

- 0.45 hours labor to replace the label and update the ECM software. File a long form claim and reference "**R1702**"
- 0.10 hours labor to install a new exemption label and submit a photo to document the installation.
- 0.35 hours to update the ECM software.

| For Field... | Enter... |
|------------------|---|
| Failure Location | 053-005-009 |
| Failure Type | 700 |
| Claim Type | A |
| SRT 045-986 | 0.35 Hours Labor to update the software |
| SRT 045 - XXX | 0.1 Hours Labor to R&R the new exemption label. |

Parts

Parts are available from PACCAR Parts. See Replacement Label [Procedure](#) under Engine Support Center Bulletins.

| Quantity | Part Number | Description |
|----------|---------------|-------------|
| 1 | MXENGINELABEL | EPA LABEL |

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

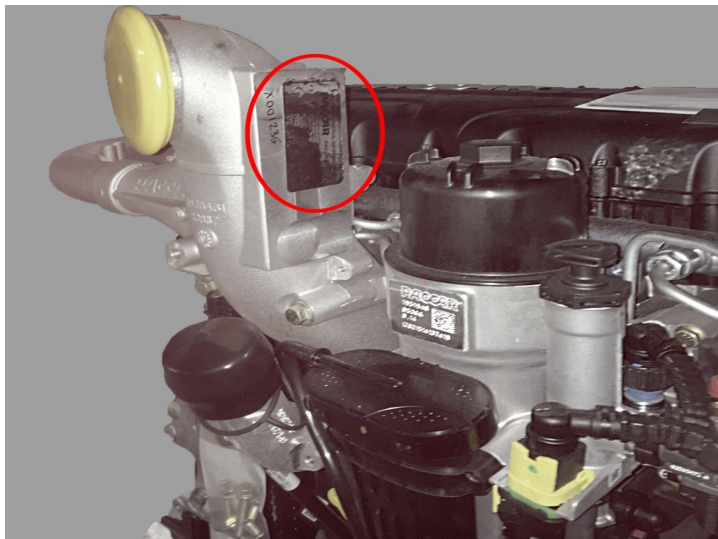
Packing slip will include:

- ❑ 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

R1702 Procedure:

1. See bulletin [E134](#) for instructions to update the Software
2. See the Replacement Label [Procedure](#) under Engine Support Center Bulletins to order replacement labels.



MX-11



MX-13

Attachments

[R1702 Chassis List](#)

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