



Service Bulletin

E244

Section

45 - Engine-MX

Description

PACCAR MX-13 Engine Oil Sample Program

Release Date

10/18/2019

Introduction

In an effort to study long-term engine reliability, PACCAR is conducting a study to samples of engine oil from preselected chassis for the first four A and B services of the vehicle.

Situation

PACCAR is obtaining oil samples from preselected vehicles to study engine longevity.

The oil samples should only be taken during scheduled A and B maintenance service intervals.

Example of when you should take an oil sample as part of this program:

- The vehicle is in the shop for a scheduled maintenance A service and the chassis is flagged with an open E244A or E244C in SIR.

Example of when you should NOT take an oil sample as part of this program:

- The vehicle is flagged with E244A and is in the shop for anything other than a scheduled maintenance A service.

Maintenance Interval tables taken from the PACCAR MX-13 Engine Operator's Manual

Engine Maintenance Intervals - Normal Duty/Line Haul

Maintenance Interval	Miles	Kilometers	Hours	Months
Less than 20 % Idle Time				
A	37,000	60,000	1,125	6
B	75,000	120,000	2,250	12 (1 year)

Engine Maintenance Intervals - Severe Duty/Vocational

Maintenance Interval	Miles	Kilometers	Hours	Months
A	15,000	24,000	400	6
B	30,000	48,000	800	12 (1 year)

Resolution**Campaign**

The dealers involved in this campaign have been identified and are listed on the chassis list, if your dealer is not on this list, your dealer is not authorized to participate in this campaign.

1. If you are not using Service Management to start repair orders, review SIR for "Complete" or "In Process" next to the "E244X" campaign code prior to performing this repair. Perform the next open "E244X" campaign in this series.
2. **ONLY** perform this campaign if the chassis is receiving a scheduled A or B maintenance service.
3. The oil sample kit **MUST** be ordered and received prior to scheduling the chassis for service. Shipments to Canada may be delayed due to Customs.
4. Follow the procedures below to obtain the oil sample.

**NOTE**

Depending upon when the vehicle comes in for the first service, the appropriate service may be the B service interval. In this case begin this campaign series with E244B. The order of the series will then be changed to E244B, E244C, E244D, and ending in E244A for this chassis.

Warranty

For repairs completed by 06/01/2022, whichever is greater, Peterbilt will pay for parts at dealer net plus applicable mark-up and labor:

- The [survey form](#) **MUST** be completed before any claims will be paid.
- 0.5 hours labor to obtain, package, ship the oil samples, and fill out the [survey form](#) during first A service interval. Use Quick Claim Code **E244A**.
- 0.5 hours labor to obtain, package, ship the oil samples, and fill out the [survey form](#) during first B service interval. Use Quick Claim Code **E244B**.
- 0.5 hours labor to obtain, package, ship the oil samples, and fill out the [survey form](#) during second A service interval. Use Quick Claim Code **E244C**.
- 0.5 hours labor to obtain, package, ship the oil samples, and fill out the [survey form](#) during second B service interval. Use Quick Claim Code **E244D**.
- 0.5 hours labor for customers that do not perform A services, to obtain, package, ship the oil samples, and fill out the [survey form](#) during third B service interval. Use Quick Claim Code **E244E**.
- 0.5 hours labor for customers that do not perform A services, to obtain, package, ship the oil samples, and fill out the [survey form](#) during fourth B service interval. Use Quick Claim Code **E244F**.
- Direct Fleets and Dealer Sponsored Fleets (DSF) may not use quick claims when submitting for repairs on chassis related to this bulletin but must submit a long form specifying part numbers, quantities, and pricing for parts used in the repair. Submittal of a Quick Claim for repairs made by the Fleet will be denied as pricing is incorrect on quick claims.

Take-Off Parts Disposition: N/A

For Field...	Enter...
Failure Location	045-020-001

Failure Type	125
Claim Type	A
SRT	O45-EOS - 0.5 hrs.- obtain, package, and ship the oil samples (E244 only)
Campaign	As appropriate <ul style="list-style-type: none"> ● E244A ● E244B ● E244C ● E244D ● E244E ● E244F

Parts

Oil sample kits MUST be ordered from PTC using this [order form](#). Select the appropriate sample kit in the order form. Sample kits are provided at no charge.

Canadian dealers may experience a delay in shipping of the sample kits due to Customs.

Sample kit selection	Service Interval	Description
E244A	First A service	Kit for oil sample only
E244B	First B service	Kit for oil and filter samples
E244C	Second A service	Kit for oil sample only
E244D	Second B service	Kit for oil and filter samples
E244E	Third B service	Kit for oil and filter samples
E244F	Fourth B service	Kit for oil and filter samples

Vacuum Pump and plastic tubing are available from PPD as part of the [Fluid Analysis Program](#) and are not eligible for reimbursement.

Quantity	Part Number	Description
1	VPUMPO	Vacuum Pump for Oil
1	T5414	(Plastic Tubing, ¼ in. x 54 in.) (Min qt. 50)

Procedure

Required Tools

These tools are available through the Fluid Analysis Program.

- VPUMPO (Vacuum Pump for Oil)
- T5414 Plastic Tubing, ¼ in. x 54 in.) (Min qt. 50)

Oil Sample Requirements

Gather the following information for each service and enter it on the [survey form](#):

- DAVIE4 Report
 - Log File
 - Trip Chart
- Engine Serial Number
- Oil brand used by customer (e.g. Chevron, Exxon Mobil, Shell, etc.)
 - If the customer uses bottled oil, provide a photo of the bottle, clearly showing the viscosity and API rating.
- Oil Type (e.g. Delo XLE Synblend), Delvac Super 1300, Rotella-T5, etc.)

- SAE Oil Viscosity (e.g. 10W-30, 15W-40, 5W-40, etc.)
- API Performance Rating (e.g. CI-4+, CJ-4, CK-4, etc.)
- Odometer Reading at current oil sampling (Clearly specify units of measure (e.g. Mileage or Kilometers))
- Odometer Reading at previous oil change (Clearly specify units of measure (e.g. Mileage or Kilometers))
- Engine hours at current oil sampling
- Idle hours
- Oil sample shipping tracking number


During the **A service** interval collect:

- Engine oil sample
- Sample of new clean oil used by the dealer

During the **B service** interval collect:


- Engine oil sample
- Sample of new clean oil used by the dealer
- Full-flow oil filter

Taking the Oil Sample


	NOTE
DO NOT perform oil change prior to oil sampling.	

Take a sample of the oil **before** performing the oil change.

1. Ensure the engine is at operating temperature.
2. Within 15 minutes of turning off the engine, take an oil sample using the vacuum pump through the engine oil feed.

	NOTE
ALWAYS use the vacuum pump and plastic tubing to obtain the engine oil sample.	

- a. Ensure the plastic tubing is properly connected to the hand pump and the container is installed on the pump.
- b. Insert the tubing as far as possible into the oil feed tube.
- c. Fill the sampling container to the $\frac{3}{4}$ mark.

	CAUTION
The oil container will be hot.	

- d. Seal the container.
3. If this is a **B service**, remove the oil filter and the centrifugal filter. Check the filters for oil contamination.
 - If there is no visible contamination, place the filter in the packaging included with the sample kit.
 - If there is visible contamination, start a TCS365 case and then place the filter in the packaging included with the sample kit.
4. Ship the oil sample as instructed on the pre-printed/pre-paid labels.

Attachments

[E244 Chassis List](#)

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