



Technical Information Bulletin

E216



Section

Engine

Subject

MY17/18 PACCAR MX-11 EGR DTCs P103C, P1711, P1719, and/or P3818; DPF/SCR restrictions; and/or high oil consumption.

Release Date

3/7/2019

Condition

Exhaust valve guide seals are leaking and may cause excessive wet soot build up in the DPF/SCR and/or Air Management System in addition to EGR DTCs P103C, P1711, P1719, and/or P3818; DPF/SCR restrictions; and/or high oil consumption.

Chassis Affected

MY2017-2018 PACCAR MX-11 engines.

Action

Fix As Fail

If a customer comes into your dealership and demonstrates the condition above, use the procedure below to diagnose and repair the chassis.

Warranty

Through Standard Warranty (includes Extended Warranty) Kenworth will pay for parts at dealer net plus applicable mark-up and labor:

- 10.2 hours labor to disassemble the DPF/SCR, inspect the soot, and replace the exhaust valve guide seals T680/T880. Use Quick Claim code E216A.
- 10.5 hours labor to disassemble the DPF/SCR, inspect the soot, and replace the exhaust valve guide seals W900/T800. Use Quick Claim code E216B.
- File an additional long form claim with the SupportLink case number. If parts from the "as needed" table are required, include them with this claim.
- Refer to [PSB E215](#) for claims related to cleaning the aftertreatment system.
- File an additional claim for extraordinary circumstances. A quick claim for standard labor must be filed first.

Kenworth dealers may perform E216 repairs on Peterbilt chassis, but Quick Claims do not apply. 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).

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

CLAIM CODING for T680/T880			
Failure Location:	045-008-036	Work Accomplished:	35
Failure Type:	235	Responsibility Code:	01
SRT Code:	043-530 3.5 hrs. Inspect Air management system and DPF/SCR for dry or wet soot 043-729 6.4 hrs. Intake and Exhaust Valve Stem Seals R and R(24) - Includes: Two Rocker Assemblies R and R, Valve Adjustment, Valve Cover R and R, Charge Air Pipe R and R. (For MX11 - Includes Injector Harness Casing, Camshaft R and R and Checking the Timing (Does not include: Air Cleaner R and R). 041-001 0.3 hrs. R and R air cleaner	Claim Type:	A/D

CLAIM CODING for W900			
Failure Location:	045-008-036	Work Accomplished:	35
Failure Type:	235	Responsibility Code:	01
SRT Code:	043-530 3.5 hrs. Inspect Air management system and DPF/SCR for dry or wet soot 043-728 6.4 hrs. R and R 12 exhaust seals 041-001 0.6 hrs. R and R air cleaner	Claim Type:	A/D

Parts

Parts are available from PACCAR Parts.

Table 1 All chassis require these parts

Quantity	Part Number	Description
18	2183697PE	Non-Brake Exhaust Valve Spring Washer
18	1913734PE	Non-Brake Exhaust Valve Guide Seal/ Ring-Sealing
6	2183405PE	Dedicated Engine Brake (DEB) Exhaust Valve Guide Seal

Table 2 These parts are to be installed "as needed"

Quantity	Part Number	Description
1	1900010PE	Valve Cover Gasket, only required on chassis with >100,000 miles
1	1900009PE	Valve Train Casing Gasket, only required on chassis with >100,000 miles
1	1922080	PTO Cover O-ring, only used on engines with REPTO option
As required	1812844	Cam bearing cap bolts. These bolts are only needed if they fail testing described in Engine Rapido

The MX-11 Valve Guide Seal installation tool is now available. See the [MX-11 Valve Guide Seal Installation Tool](#) page for information.

Procedure

Diagnosis

1. Start a [SupportLink](#) case.
2. Perform diagnosis as directed by SupportLink.
3. Contact your RESM prior to making any repairs.
4. If the EGR Cooler is found to be plugged, remove it and start the cleaning processes. EGR Cooler cleaning claims will be processed through [PSB E215](#).

Exhaust Valve Guide Seal Locations

The Valve Spring Compressor must be updated with the short arm kit to enable the tool to be used on cylinder 6. See [PSB E217](#) for details.

1. If directed to replace the valve guide seals, replace the four seals as described in the image below. See Engine Rapido for instructions and refer to the following figure for the location and part number of the new seals and spring washer.
 - As you replace the seals, inspect the valves for visible wear. Polishing and light wear in this area is normal. Heavy wear and galling (as pictured) is cause for replacement. Valves with visible wear must be replaced. Contact RESM if valve stem wear as shown in Figure 2 below is found.




 NOTE
Check the valve spring keepers. Reuse them if there is no obvious wear.

Figure 1 Valve Guide Seal Locations

-  2183405 on DEB Exhaust valve
-  1913734 seal + 2183697 washer

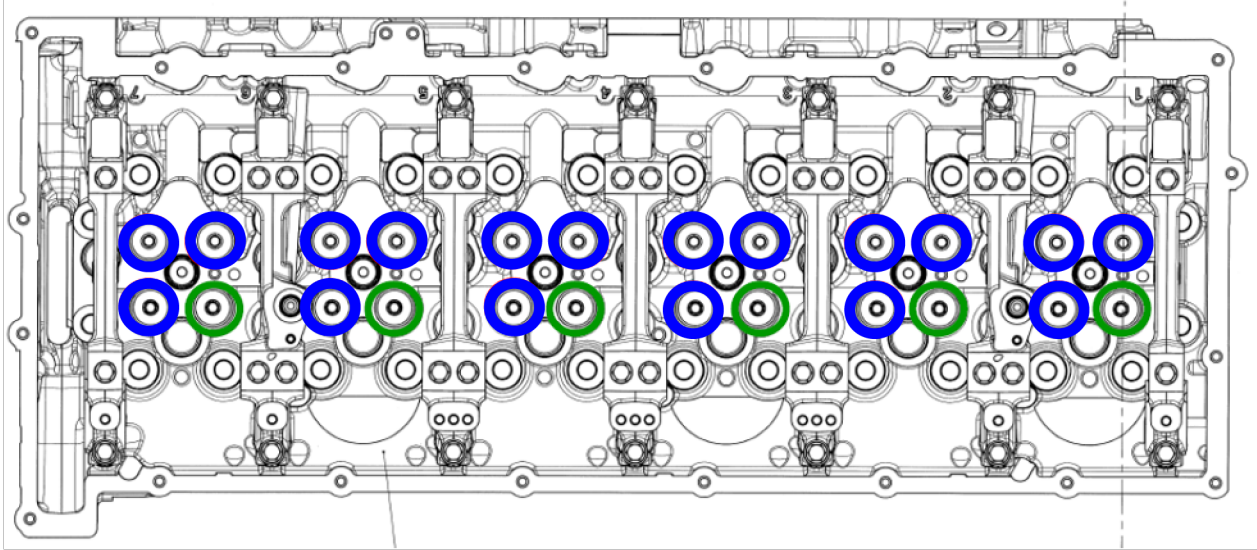


Figure 2 Valve Stem With Visible Wear



2. Refer to [PSB E215](#) to clean the wet soot from the EGR and Aftertreatment systems.

Authored by: OF

Access to PACCAR's Enterprise Portal is provided as a benefit of doing business with PACCAR. All applications and content accessed through this system are confidential and proprietary and the property of PACCAR Inc and its suppliers, and must be kept strictly confidential pursuant to the contract licensing such access. Disclosure, publication, release or distribution of any material found on PACCAR systems to any person other than employees with a need to know such information is strictly prohibited. All activity on this system is monitored. If PACCAR suspects or discovers any unauthorized activity, access may be immediately terminated without prior notification. Violators may be subject to legal action.

© Copyright 2019 PACCAR Inc. All rights reserved. We welcome your [feedback](#) on this page. For technical questions or concerns about this page, please contact the [DealerNet Webmaster](#).