



Service Bulletin

E263

Section

45 - Engine-MX

Description

PACCAR MX-13 EMY 2017 - 2018 Exhaust Valve Guide Seals

Release Date

5/7/2020

Revision History

5/26/2020 - Updated chassis list due to part availability.

5/22/2020 - Updated the progressive damage statement and parts section.

5/15/2020 - The parts table updated to show individual parts. When kits are available again, this will be updated to make only kits available. Added long form claim info to the warranty section for filing claims with individual parts in place of kits. The weep-hole inspection was removed from the procedure. Added attachments French Customer Letter and Diagnostic Flow Chart.

5/11/2020 - All parts are now available in one kit, SRT added to the Warranty Table and Quick Claim information modified.

Introduction

Exhaust valve guide seals in PACCAR MX-13, EMY 2017-2018 engines could leak oil into the combustion chamber.

Resolution

Campaign

Service all chassis affected that enter your dealership, even if the customer has no issue with the 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. If you are not using Service Management to start repair orders, review SIR for "Complete" or "In Process" next to the "E263" campaign code prior to performing this repair.
3. Follow the procedures below to replace the exhaust valve guide seals.



CAUTION

Dealers that release trucks on the chassis list without completing the actions described below may face liability for progressive damage.

Warranty

For repairs completed by 6/01/2021, Peterbilt will pay for parts at dealer net plus applicable mark-up and labor:

If campaign E252 is also open and the camshaft, short block, long block, or engine was replaced as part of E252, do not file a claim for campaign E263. Peterbilt Warranty will close campaign E263 during the processing of claims for campaign E252.

If campaigns E252 and E263 are both open and the camshaft, short block, long block or engine was replaced as part of E252, do not file a claim for campaign E263. The parts and labor for replacing the exhaust valve guide seals is covered under campaign E252 in these cases. Peterbilt Warranty will close campaign E263 during the processing of claims for campaign E252.

If any progressive damage is identified, a TCS365 case must be started per bulletin [E214](#).

If a parts kit was ordered:

- 4.9 hours labor for model 389/367/365 chassis to inspect for a specific coolant leak and replace the valve guide seals. Use Quick Claim Code E263A only if the kit is available to be ordered..
- 5.2 hours labor for model 567/579 chassis to inspect for a specific coolant leak and replace the valve guide seals. Use Quick Claim Code E263B only if the kit is available to be ordered.
- File an additional claim for extraordinary circumstances. A quick claim for standard labor must be filed first.

If individual parts were ordered:

- If individual parts need to be ordered due to limited kit availability, file a long form claim for the individual parts and the applicable labor. Refer to campaign E263 in the claim.
- File the claim within 14 days in accordance with Warranty Policy bulletin: [Federal Safety Recall and Field Repair Campaigns](#).
- 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.
- Peterbilt dealers may perform E263 repairs on Kenworth chassis, but Quick Claims do not apply. For Kenworth chassis repairs, file a long form claim and use the claim codes below.

For Field...	Enter...
Failure Location	045-008-036
Failure Type	700
Claim Type	C
Campaign Number	E263
Labor	<p>SRT 043-728 4.9 hrs - R&R 12 exhaust valve guide seals, includes R&R air cleaner and inspect for leak between cylinder head and block.</p> <p>SRT 041-001 0.3 hrs - Remove and reinstall air cleaner assembly for access on models 579/567.</p>

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

Parts

Parts are available from PACCAR Parts.

Note: Part supply is current limited. Orders will only be allowed while inventory is available.

Parts Required for All Chassis		
Quantity	Part Number	Description
6	2182962PE	non-brake exhaust valve spring washer
6	1819065PE	non-brake exhaust valve guide seal
6	2162785PE	brake exhaust valve guide seal
1	2105834PE	valve cover gasket
1	2105835PE	valve train casing gasket

Procedure

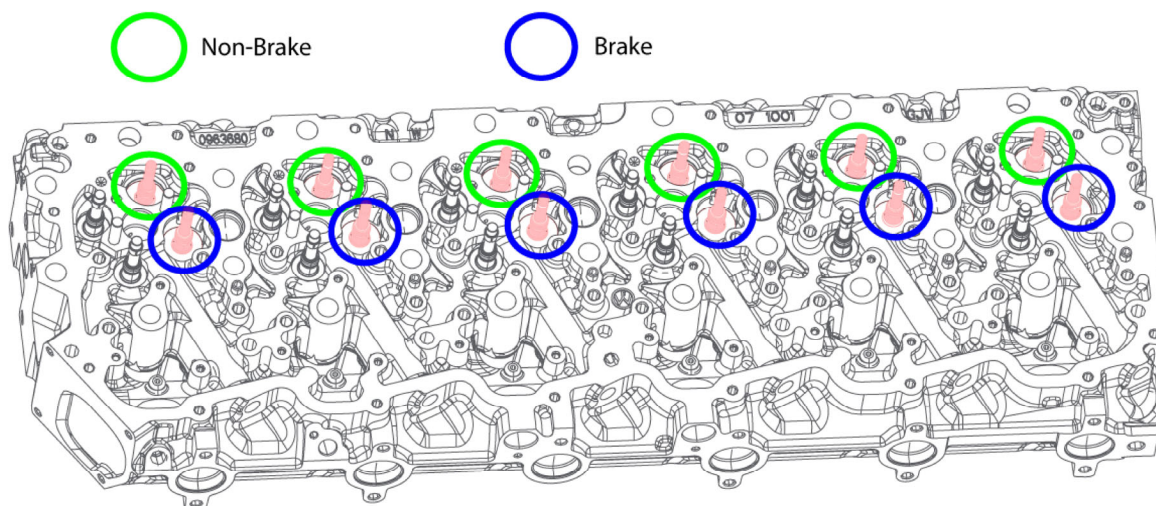
Please follow your dealership's safety procedures and precautions to ensure the vehicle can be safely repaired and maintained.

The Valve Spring Compressor must be updated with the short arm kit to enable the tool to be used on cylinder 6. See [ESB E217](#) for details. There is also an improved replacement clamp handle kit available for the tool. Refer to the [PACCAR MX-13 Valve Spring Disassemble Tool Kit](#) page for details.

Replace only the exhaust seals. See the Valve Seal replacement job in RMI for instructions and refer to the following figure for the location and part number of the new seals and the Non-Brake spring washer.

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

Figure 2 Valve Guide Seal Locations



Valve	Spring Washer	Seal
Non-Brake Exhaust Valve	2182962	1819065
Brake Exhaust Valve	N/A	2162785

Attachments

[Chassis List](#)

[E252/E258/E261/E263 Diagnostics and Claims Flowchart](#)

Authored by: PR

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CAMPAIGN LETTER

This notice applies to your vehicle. Your VIN(s) can be found on the bottom or back of this page.

Subject: E263 – Coolant Leak at Head Gasket Weep Hole and Exhaust Valve Guide Seal
EXPIRATION DATE: 6/1/2021

Dear Peterbilt Customer,

Peterbilt has determined that certain vehicles equipped with a PACCAR MX-13 EMY 2017-2018 engine may be equipped with an Exhaust Valve Guide Seal that could leak oil into the combustion chamber. It is very important that you schedule and complete this service at your earliest convenience.

The problem is...

The exhaust valve guide seal could leak oil into the combustion chamber.

Correction...

Your dealer will conduct an inspection of the head gasket weep hole and replace the valve guide seals if necessary.

What you must do...

Contact your dealer immediately to schedule an appointment.

Please contact a Peterbilt dealership to schedule an appointment for this improvement. To find your Peterbilt dealer, please visit the Dealer Locator at www.Peterbilt.com or scan the QR code. When contacting your Peterbilt dealer, refer to campaign E263 and the VIN(s) listed in this letter. The work for this improvement will require approximately 6.0 hours of labor depending on vehicle configuration and dealer scheduling. We would appreciate you scheduling this service for the earliest available date. There will be no charge to you if completed within standard warranty or by June 1, 2021, whichever is later.

We look forward to the opportunity to deliver this product improvement as part of our effort to provide the highest levels of customer satisfaction and service expertise. We value your business and appreciate your ongoing loyalty to Peterbilt and its dealer network. Industry-leading quality, performance and reliability are hallmarks of Peterbilt products, and we thank you for making Peterbilt your truck of choice.

Sincerely,



Michelle Ponsonby
Director of Customer Service
Peterbilt Motors Company

Scan this QR code to open the
Peterbilt Dealer Locator.





Technical Information Bulletin

E263



Section

Engine - 45

Subject

PACCAR MX-13 EMY 2017-2018 Exhaust Valve Guide Seals

Release Date

5/7/2020

Revision

05/22/2020: The progressive damage coverage statement has been updated. A note about parts availability has been added. The chassis list has also been updated.

05/15/2020: Remove weep hole inspection. Warranty claim information has been updated to reflect part availability. Updated parts list to remove the parts kit and add individual parts. The bulletin will be updated after the parts kits are available to make the parts kit the only allowed parts for warranty claims.

05/12/2020: Clarified information about what to do with chassis that have/are also flagged with E252.

5/11/2020: Added clarifying statement about warranty coverage for progressive damage.

Condition

Exhaust valve guide seals in PACCAR MX-13 EMY 2017-2018 engines may be prone to leaking oil into the combustion chamber.

Chassis Affected

Specific chassis with EPA2017 MX-13 engines. See the chassis list.

Action

Campaign

Service all chassis affected that enter your dealership, even if the customer has no issue with the 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. If you are not using Service Management to start repair orders, review SIR for "Complete" or "In Process" next to the "E263" campaign code prior to performing this repair.
3. Follow the procedures below to replace the exhaust valve guide seals.



CAUTION

Dealers that release trucks on the chassis list without completing the actions described below may face liability for progressive damage.

Warranty

For repairs completed by 02/01/2021, Kenworth will pay for parts at dealer net plus applicable mark-up and labor:

- If campaign [E252](#) is closed and campaign [E263](#) is open, perform E263 and file under E263.
- If campaigns E252 and E263 are both open and the camshaft, short block, long block, or engine is replaced as part of campaign E252, file the exhaust valve guide seals repair parts and labor under E252 for warranty coverage. Do not file a claim for campaign E263. Kenworth Warranty will close campaign E263 during the processing of claims for campaign E252.

Progressive damage caused by exhaust valve guide seal replacement is covered by this campaign. To receive warranty coverage under this campaign, refer to bulletin [E214](#) to file a TCS365 case containing the DAVIE4 log file and/or pictures illustrating the damage. The TCS case **MUST** be closed per bulletin [E127](#) when the claim is filed. Claims missing this information or claims for the independent repair of progressive damage by a technician will not be covered by this campaign.

For repairs made with Parts Kits

- 5.2 hours labor for T680/T880/W990 chassis to replace the exhaust valve guide seals. Use Quick Claim Code E263A.
- 5.5 hours labor for T800 and W900 chassis to replace the exhaust valve guide seals. Use Quick Claim Code E263C.

For repairs made with Individual Parts

- 5.2 hours labor for T680/T880/W990 chassis to replace the exhaust valve guide seals. File a long form claim.
- 5.5 hours labor for T800 and W900 chassis to replace the exhaust valve guide seals. File a long form claim.
- File an additional claim for extraordinary circumstances. A quick claim for standard labor must be filed first.
- File the claim within 14 days in accordance with Warranty Policy [C-A-009](#).
- 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.

Kenworth dealers may perform E263 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

CLAIM CODING			
Failure Location:	045-008-036	Work Accomplished:	35
Failure Type:	235	Responsibility Code:	01
SRT Code:	043-728 4.9 hrs. R&R 12 exhaust valve guide seals, includes inspect for leak between cylinder head and block 041-001 0.3 hrs. T680,	Claim Type:	F

	T880, W990 0.6 hrs T800, W900 R&R air cleaner		
		Campaign Field:	E263

Parts

Parts are available from PACCAR Parts.



NOTE

Part supply is currently limited. Orders will only be allowed while inventory is available.

Quantity	Part Number	Description
6	2182962PE	Non-brake exhaust valve spring washer
6	1819065PE	Non-brake exhaust valve guide seal
6	2162785PE	Brake exhaust valve guide seal
1	2105834PE	Valve Cover Gasket
1	2105835PE	Valve Train Casing Gasket

Procedure

Please follow your dealership's safety procedures and precautions to ensure the vehicle can be safely repaired and maintained.

The Valve Spring Compressor must be updated with the short arm kit to enable the tool to be used on cylinder 6. See [ESB E217](#) for details. There is also an improved replacement clamp handle kit available for the tool. Refer to the [PACCAR MX-13 Valve Spring Disassemble Tool Kit](#) page for details.

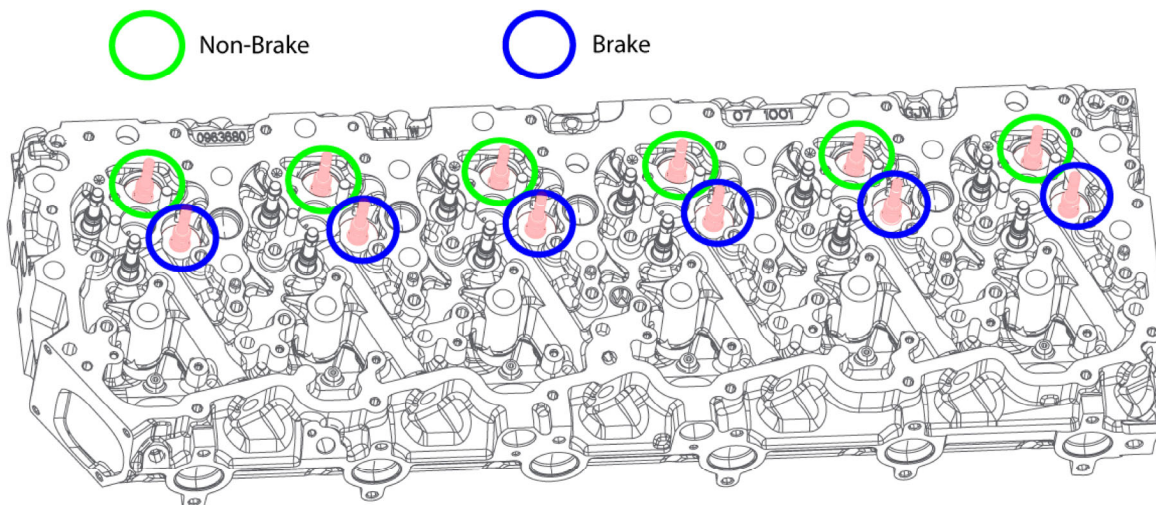
- Replace only the exhaust seals. See the Valve Seal replacement job in RMI for instructions and refer to the following figure for the location and part number of the new seals and the Non-Brake spring washer.



NOTE

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

Figure 1 Valve Guide Seal Locations



Valve	Spring Washer	Seal
Non-Brake Exhaust Valve	2182962	1819065
Brake Exhaust Valve	N/A	2162785

Attachments

 [Chassis List](#)

 [E252/E258/E261/E263 Diagnostic and Claims flowchart](#)

Authored by: OF

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