



A **PACCAR** COMPANY

Kenworth Truck Company  
Customer Service Department  
PO Box 1000  
Kirkland, Washington 98083-1000  
(425) 828-5888

Date TBD

Scan this QR code to open the Kenworth Dealer Locator.



[First VIN]  
Customer Name  
Address  
City, State Zip

Subject: PSB E274: PACCAR MX-13 Engine Model Year 2019-2020 Oil Filter Cap Replacement

Dear Kenworth Customer,

Kenworth has determined that certain vehicles equipped with a PACCAR MX-13 Engine Model Year 2019-2020 engine may have a faulty filter cap on the oil module. Over a long period of time, the oil filter cap material may degrade and cause the retaining tabs that hold the bypass valve to the cap to break off and put the lubrication system into an unfiltered state. The oil filter cap will be replaced. It is very important that you schedule and complete this service at your earliest convenience..

<b><i>The problem is...</i></b>	<b>The plastic retaining tabs on the cap could break off and enter the engine oil.</b>
<b><i>What your dealer will do...</i></b>	<b>Your dealer will replace the oil filter cap with a new cap.</b>
<b><i>What you must do ...</i></b>	<b>Contact your Kenworth Dealer to schedule an appointment for repair.</b>

**Please contact a Kenworth dealership** to schedule an appointment for this improvement. You can find your nearest Kenworth dealer at Dealer Locator on the website [www.Kenworth.com](http://www.Kenworth.com) or scan the QR code. If you have already had this work performed, please disregard this letter.

**When contacting your selected Kenworth dealer**, refer to campaign **PSB E274** and the VIN listed on this letter. The work will take approximately **1.0 hour**, depending on vehicle configuration and dealer scheduling. It is requested that you have this improvement performed at your earliest convenience. There will be no charge to you if completed by **12/01/2021**. We apologize for this inconvenience but ask for your cooperation to ensure your continued satisfaction with Kenworth products.

If you had this repair performed before you received this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this campaign. Please contact your Kenworth dealer for more information.

If you require further information about this campaign or experience any difficulty in making arrangements for this repair, please contact Kenworth Customer Service. Provide your name, your dealer's city and state, your phone number, your email address (optional), the last 8 digits of your VIN, the bulletin number, and your question using one of the following:

Email: [Kenworth.Campaigns@paccar.com](mailto:Kenworth.Campaigns@paccar.com) with the bulletin number in the subject line

or

Mail: Kenworth Truck Company, P.O. Box 1000, Kirkland, WA 98083-1000, Attn: Customer Service Department

or

Phone: 425-828-5888

If you no longer own this vehicle, we would appreciate your advising us of the new owner if you know their name.

Thank you,

Annick Hollingsworth  
Director of Service Platforms  
Kenworth Truck Company

VIN: [VIN List]

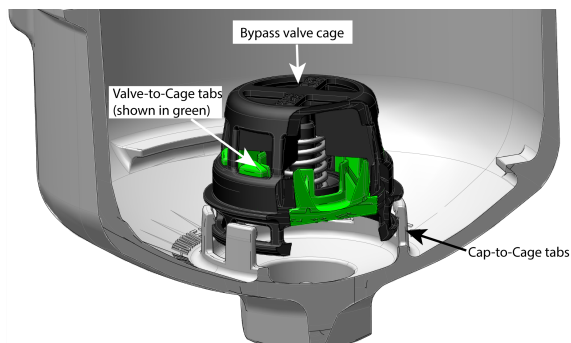


A PACCAR COMPANY

## Technical Information Bulletin

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### E274



### Section

Engine

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### Subject

PACCAR MX-13 EPA17 EMY2019-2020 Oil Filter Cap Replacement

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### Release Date

11/23/2020

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### Condition

Certain vehicles may have a faulty oil module filter cap. The plastic retaining tabs on the cap could break off and enter the engine oil.

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### Chassis Affected

15,248 (13,611 U.S. and 1,637 Canada ) T680, T800, T880, and W900 chassis built from 04/23/2019 through 08/20/2020 equipped with EMY 2019-2020 EPA2017 PACCAR MX-13 engines. See the attached chassis list for specific chassis.

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### Action

#### Campaign

Service all affected chassis that enter your dealership even if the customer identifies no problems 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" next to the E274 campaign code prior to performing this repair.
  3. Follow the procedures below to replace the old filter cap.
- 

### Warranty

Through Standard Warranty or for repairs completed by 12/01/2021, whichever is greater, Kenworth will pay for parts at dealer net plus applicable mark-up and labor:

- 0.3 hours labor to replace the filter cap.
  - Use quick claim E274A only if the cap **has broken tabs**.
  - Use quick claim E274B only if the cap **DOES NOT have broken tabs**.
- File an additional claim for extraordinary circumstances. A quick claim for standard labor must be filed first.
- 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 E274 repairs on Peterbilt chassis, but Quick Claims do not apply. For Peterbilt chassis repairs, file a long form claim and use the claim codes below.

**Take off parts disposition: If engine damage has occurred, ship the oil filter cap to the Warranty Returns Center with ship code WR, otherwise destroy the cap.**

PRWS CLAIM CODING			
Campaign Code:	E274	Campaign Type	Field Repair
Claim Category:	Engine	Repair Type	Proactive
Customer Concern Code	007	Causal Code	A1
Corrective Action Code	12	Responsibility Code:	CampSupp
Failure Location	045-011-015	Causal Part	2047416 or 2151393
SRT Code	045-805		

DWC CLAIM CODING			
Failure Location:	045-011-015	Work Accomplished:	35
Failure Type:	700	Responsibility Code:	05
SRT Code:	045-805	Claim Type:	F
Vendor Code:	E274	Campaign Field:	E274

## **Parts**

Parts are available through PACCAR Parts.

Quantity	Part Number	Description
1	2270400PE	Oil Filter Cap

## **Procedure**

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

## Inspect the Oil Filter and Bypass Valve Retaining Tabs

1. On the Engine Oil Module, remove the filter cap.
2. Remove the oil filter cartridge.
3. Carefully, without damaging the filter, inspect the oil filter cartridge pleats for debris, separation at the seam, or tears in the pleats. If significant debris is found, take clear photos.
  - A replacement filter is not included for this repair.
  - Significant debris includes
    - Non-ferrous material
    - Aluminum
    - Irregularly-shaped material

Figure 2 Example of a filter with no significant debris

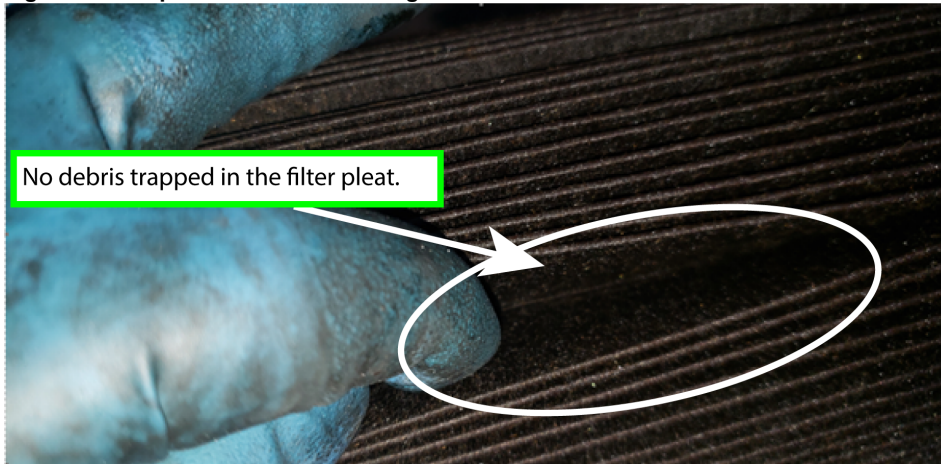
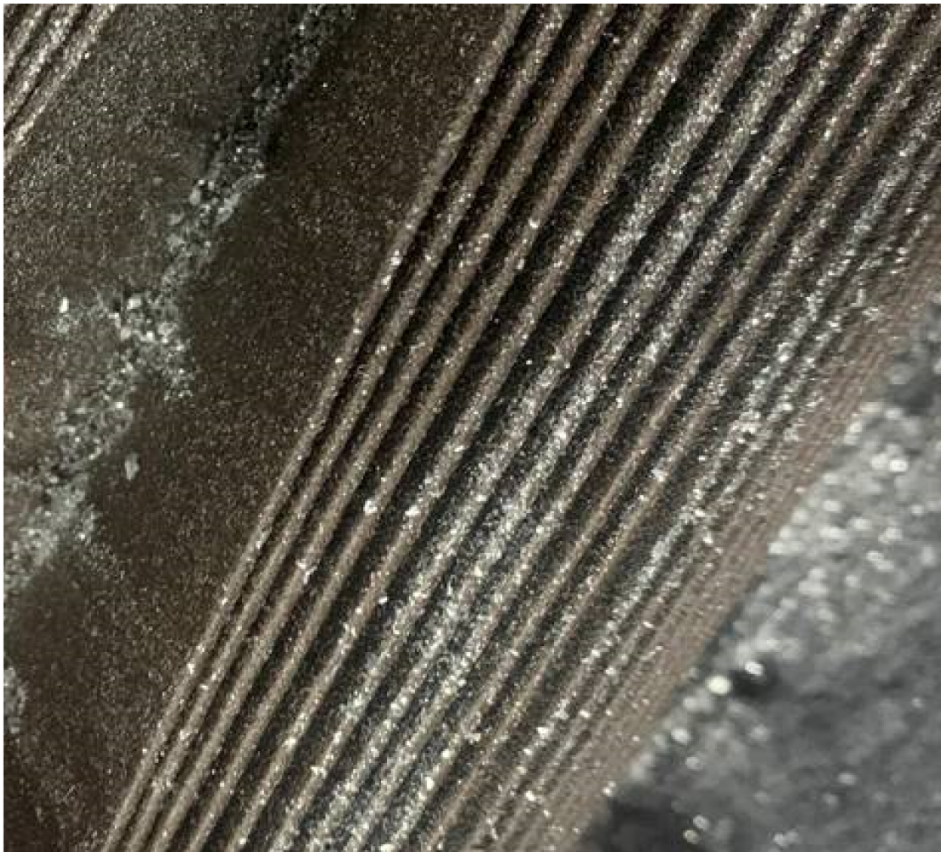
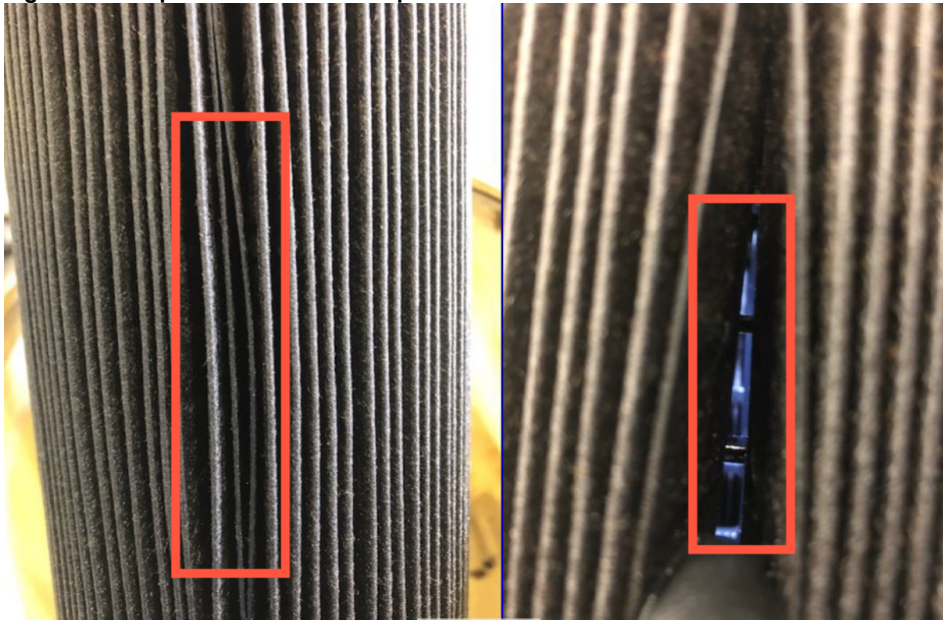


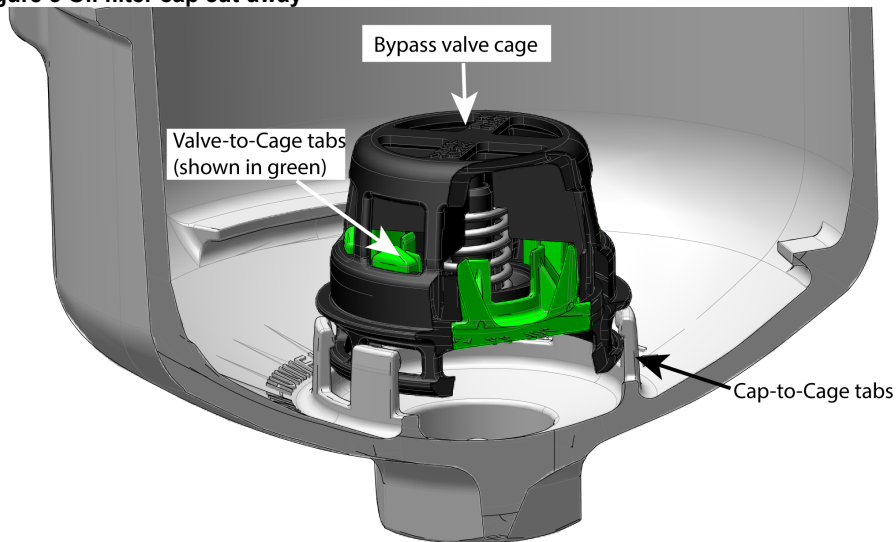
Figure 3 Example of a filter with significant debris

Large debris trapped in the filter pleat.



**Figure 4 Example of a filter with a separated seam**

4. Inspect the retaining tabs that hold the bypass valve cage to the filter cap and the tabs that hold the bypass valve to the cage. If any of them are broken, take clear photos.
- Tip: Ensure the camera flash is on or use a flashlight to illuminate the bypass valve.

**Figure 5 Oil filter cap cut-away**

5. If there are no issues found, install the new oil filter cap with the original oil filter.
6. If broken bypass valve tabs are found or significant debris is found in the filter pleats, start a TCS365 case and await instructions from the VSC. Provide the following information in the case:
- If tabs are broken
  - If significant debris was found in the filter pleats
  - If a separated seam is found. In addition, take an oil sample and return the oil sample and filter to PTC.
  - If a damaged pleat is found. In addition, take an oil sample and return the oil sample and filter to PTC.
  - Attach photos

## TCS365 Case Creation Guide

Follow this guide to create a TCS365 case for this bulletin to ensure the case is flowed to the appropriate personnel. A TCS365 case for this bulletin is only required if the following is found:

- A broken bypass valve
- Significant debris in the oil filter pleats

1. Open [TCS365](#) in Google Chrome or Microsoft Edge.
2. Select **Vehicle Support | Technical Assistance**.
3. Select *Case Type* **Powertrain Support** and *Case Category* **Engine Diagnostics**.
4. On the Powertrain Support page, fill in the following fields as follows and fill in the other fields as appropriate:

- Subject: E274
  - Description: E274
  - Complaint/Verification Results: E274 Inspection
  - Did you perform the required steps: Yes
  - Did you attach a PDF log file: No
  - Warranty Dependent Case: No
  - Repairs and Parts Replaced: Photographed the oil filter bypass valve and/or oil filter cartridge pleats.
  - Diagnostic Details:
    - Photographed oil filter cartridge pleats and/or oil filter bypass valve retaining tabs.
    - Is there debris in the filter pleats?
    - Is the seam separated or are there damaged pleats?
    - Are there any broken bypass valve retaining tabs?
  - Upload File: Upload the oil filter pleat and retaining tab.
- 

## **Attachments**

 [Customer Letter](#)

 [Dealer/Chassis list](#)

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Authored by: OF

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## Technical Information Bulletin

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**E274**

### Section

45 - Engine-MX

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### Subject

PACCAR MX-13 EPA17 EMY2019-2020 Oil Filter Cap Replacement

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### Release Date

11/20/2020

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### Condition

Certain vehicles may have a faulty oil module filter cap. The plastic retaining tabs on the cap could break off and enter the engine oil.

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### Chassis Affected

14,296 (12,891 U.S. and 1,405 Canada) 365, 367, 389, 567 and 579 vehicles built from 4/18/2019 through 3/18/2020 with an EPA2017 MX-13 engine.

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### Action

#### Campaign

Service all affected chassis that enter your dealership even if the customer identifies no problems 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" next to the E274 campaign code prior to performing this repair.
  3. Follow the procedures below to replace the old filter cap.
- 

### Warranty

Through Standard Warranty or for repairs completed by 12/01/2021, whichever is greater, Peterbilt will pay for parts at dealer net plus applicable mark-up and labor:

- 0.3 hours labor to replace the filter cap.
  - Use quick claim E274A only if the cap had broken tabs.
  - Use quick claim E274B only if the cap DOES NOT have broken tabs.
- File an additional claim for extraordinary circumstances. A quick claim for standard labor must be filed first.
- 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 E274 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.

<b>PRWS CLAIM CODING</b>			
Campaign Code	E274	Campaign Type	Field Repair
Claim Category	Engine	Repair Type	Proactive
Customer Concern Code	007	Causal Code	A1
Corrective Action Code	12	Causal Part	2047416 or 2151393
Failure Location	045-011-015	SRT Code	045-805

<b>DWC CLAIM CODING</b>			
Failure Location	045-011-015	Work Accomplished	69
Failure Type	700	Responsibility Code	09
SRT Code	045-805	Claim Type	<a href="#">A</a>
Vendor Code	E274-00	Campaign Field	E274

**Take off parts disposition:** If engine damage has occurred, ship the oil filter cap to the Warranty Returns Center with ship code WR, otherwise destroy the cap.

## **Parts**

Parts are available through PACCAR Parts.

Quantity	Part Number	Description
1	<a href="#">2270400PE</a>	Oil Filter Cap

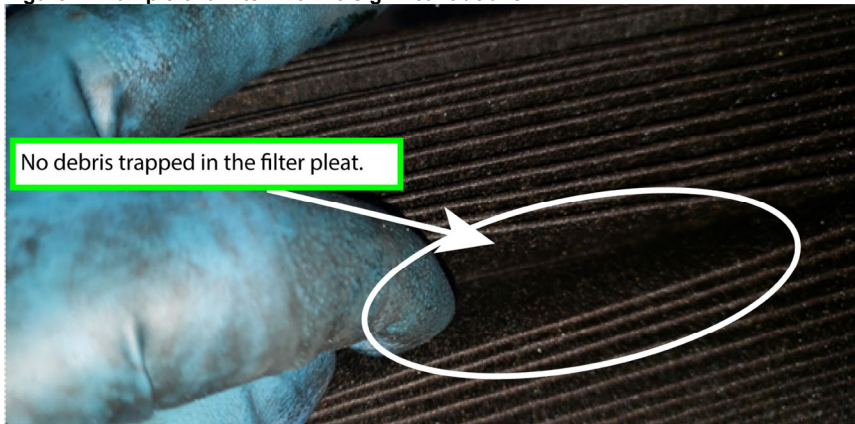
## **Procedure**

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

### **Inspect the Oil Filter and Bypass Valve Retaining Tabs**

1. On the Engine Oil Module, remove the filter cap.
2. Remove the oil filter cartridge.
3. Carefully, without damaging the filter, inspect the oil filter cartridge pleats for debris, separation at the seam, or tears in the pleats. If significant debris is found, take clear photos.
  - A replacement filter is not included for this repair.
  - Significant debris includes
    - Non-ferrous material
    - Aluminum
    - Irregularly-shaped material

**Figure 2 Example of a filter with no significant debris**

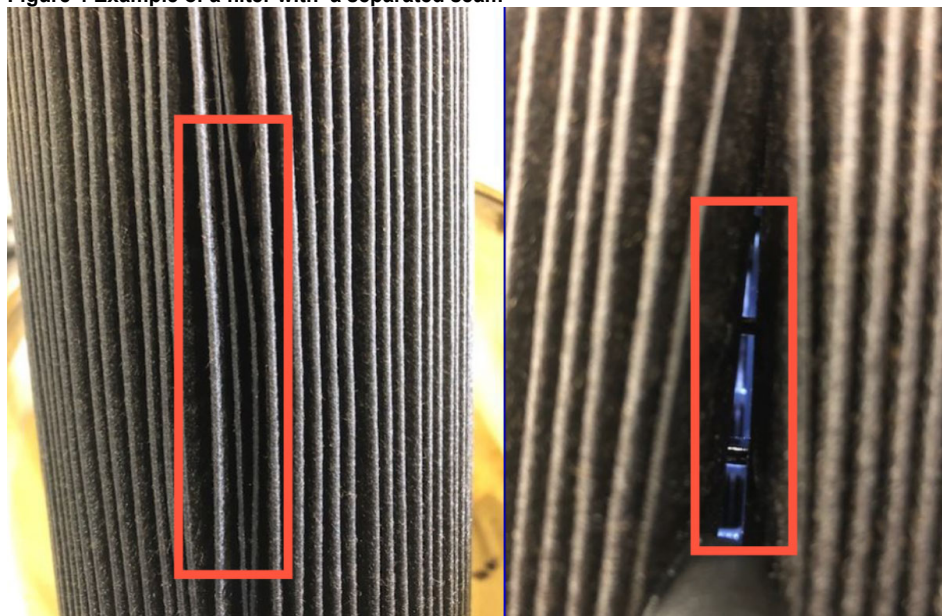


**Figure 3 Example of a filter with significant debris**

Large debris trapped in the filter pleat.

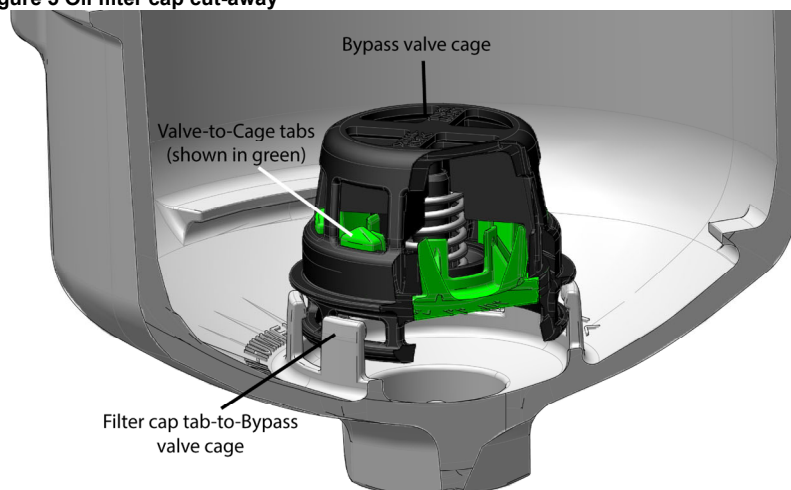


Figure 4 Example of a filter with a separated seam



4. Inspect the retaining tabs that hold the bypass valve cage to the filter cap and the tabs that hold the bypass valve to the cage. If any of them are broken, take clear photos.
  - Tip: Ensure the camera flash is on or use a flashlight to illuminate the bypass valve.

Figure 5 Oil filter cap cut-away



5. If there are no issues found, install the new oil filter cap with the original oil filter.
6. If broken bypass valve tabs are found or significant debris is found in the filter pleats, start a TCS365 case and await instructions from the VSC. Provide the following information in the case:
  - If tabs are broken
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4. On the Powertrain Support page, fill in the following fields as follows and fill in the other fields as appropriate:

- Subject: E274
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  - Complaint/Verification Results: E274 inspection
  - Did you perform the required steps: Yes
  - Did you attach a PDF log file: No
  - Warranty Dependent Case: No
  - Repairs and Parts Replaced: Photographed the oil filter bypass valve and/or oil filter cartridge pleats.
  - Diagnostic Details:
    - Photographed oil filter cartridge pleats and/or oil filter bypass valve retaining tabs.
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    - Is the seam separated or are there damaged pleats?
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    - Upload File: Upload the oil filter pleat and retaining tab.
- 

## **Attachments**

[Chassis List](#)

[Customer Letter - English](#)

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Select the date.

## CAMPAIGN LETTER

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

Subject: E274 – Oil Filter Cap Replacement  
EXPIRATION DATE: 12/1/2021

Dear Peterbilt Customer,

Peterbilt has determined that certain vehicles equipped with a PACCAR MX-13 EPA 2017 engine may have a faulty filter cap on the oil module. Over a long period of time, the oil filter cap material may degrade and cause the retaining tabs that hold the bypass valve to the cap to break off and put the lubrication system into an unfiltered state. The oil filter cap will be replaced. It is very important that you schedule and complete this service at your earliest convenience.

***The problem is...***

The plastic retaining tabs on the cap could break off and enter the engine oil.

***Correction...***

Your dealer will replace the old cap with an improved cap.

***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](http://www.Peterbilt.com) or scan the QR code. When contacting your Peterbilt dealer, refer to campaign E274 – Oil Filter Cap Replacement and the VIN(s) listed in this letter. The work for this improvement will require approximately 1.0 hour 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 December 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.

