

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: PSB E264: PACCAR MX-13 EPA2017 Cylinder Head Bolt Tightening
EXPIRATION DATE: 02/01/2022

Dear Peterbilt Customer,

Peterbilt is pleased to inform you that certain Models 365, 367, 389, 567, and 579 vehicles are eligible for a campaign to retorque cylinder head bolts. Data from SmartLINQ remote diagnostics indicates increased torque reduces the occurrence of cylinder liner fretting. Data indicates that relaxed cylinder head bolts may cause premature engine wear and coolant loss.

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.

What is Peterbilt improving?

The cylinder head bolts may experience a slight loss of clamp force.

What will this improvement do?

Dealers will tighten the cylinder head bolts.

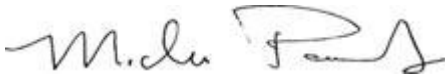
What should you do?

Contact your dealer immediately to schedule an appointment.

When contacting your Peterbilt dealer, refer to campaign PSB **E264** and the VIN(s) listed in this letter. The work for this improvement will take approximately **4.0 hours** of labor depending on vehicle configuration and dealer scheduling. There will be no charge to you if completed within standard warranty or by 02/01/2022, 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

E264

Section

45 - Engine MX

Subject

PACCAR MX-13 EPA17 Cylinder Head Bolt Tightening

Release Date

1/14/2021

Revision

02/04/2021 - Updated bulletin with printable Torque Sequence Image and weep hole inspection requirement.

02/03/2021 - Added a note box to the procedure regarding the front engine lifting eye. Removed the SRT code from the DWC Claim Coding table and referred to the attached Quick Claim Guide.

Condition

Cylinder head bolts may have relaxed, causing a slight loss of clamp force, which could result in higher risk of cylinder liner fretting.

Chassis Affected

10246 chassis (8980 U.S. and 1266 Canada) 365, 367, 389, 567, and 579 built from 8/24/2016 through 1/09/2020 equipped with PACCAR MX-13 EPA2017 Engine Model Year 2018 through 2020 engines. See the attached chassis list for specific chassis.

Action

Campaign

1. Service all chassis affected that enter your dealership, even if the customer has no issue with the chassis.
2. Review the attached chassis list for your dealer code and schedule your customer(s) for service if their chassis is on the list.
3. If you are not using Service Management to start repair orders, review SIR for "Complete" or "In Process" next to the "E264" campaign code prior to performing this repair.
4. Follow the procedures below to tighten specific cylinder head bolts an additional 90°.



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 02/01/2022, Peterbilt will pay for parts at dealer net plus applicable mark-up and labor:

- 4.3 hours labor to retorque the head bolts (365/367/389/567). Use Quick Claim Code E264A.
- 4.4 hours labor to retorque the head bolts (579). Use Quick Claim Code E264B.
- 0.9 hours labor to retorque the head bolts while replacing valve guide seals **on a chassis that is also flagged for E263 and has received the E263 repair**. Use Quick Claim Code E264C.
- 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 [Federal Safety Recall and Field Campaigns](#).

Peterbilt dealers may perform E264 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.

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

| PRWS CLAIM CODING | | | |
|-------------------------|-------------|----------------------|--------------------------|
| Campaign Code: | E264 | Campaign Type: | Field Repair |
| Claim Category: | Engine | Repair Type: | Proactive |
| Customer Concern Code: | 173 | Causal Code: | A1 |
| Corrective Action Code: | 12 | Responsibility Code: | Camp |
| Supplier Code: | N/A | Causal Part: | 1822166 |
| Failure Location: | 045-007-001 | SRT Code: | See attached Claim Sheet |

| DWC CLAIM CODING | | | |
|-------------------|--------------------------------|----------------------|------|
| Failure Location: | 045-002-004 | Work Accomplished: | 10 |
| Failure Type: | 700 | Responsibility Code: | 01 |
| SRT Code: | See Attached Quick Claim Guide | Claim Type: | A |
| Vendor Code: | E264-00 | Campaign Field: | E264 |

Parts

Parts are available from PACCAR Parts.

If the chassis is also flagged with E263 in SIR and has received the E263 repair, no parts are required.

| Quantity | Part Number | Description |
|----------|-------------|-------------|
|----------|-------------|-------------|

| | | |
|---|---------------|--|
| 1 | 2302341PE | Valve cover gasket and Valve Train Casing Gasket kit |
| 1 | Brake cleaner | Locally sourced |

Procedure

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



NOTE

Torque adapter tool 2203481PE is required to perform this procedure. See TIB [98-014](#) for details.



NOTE

Loosening of the front engine lifting eye may be required for some engines. Time is included in the SRT for this.

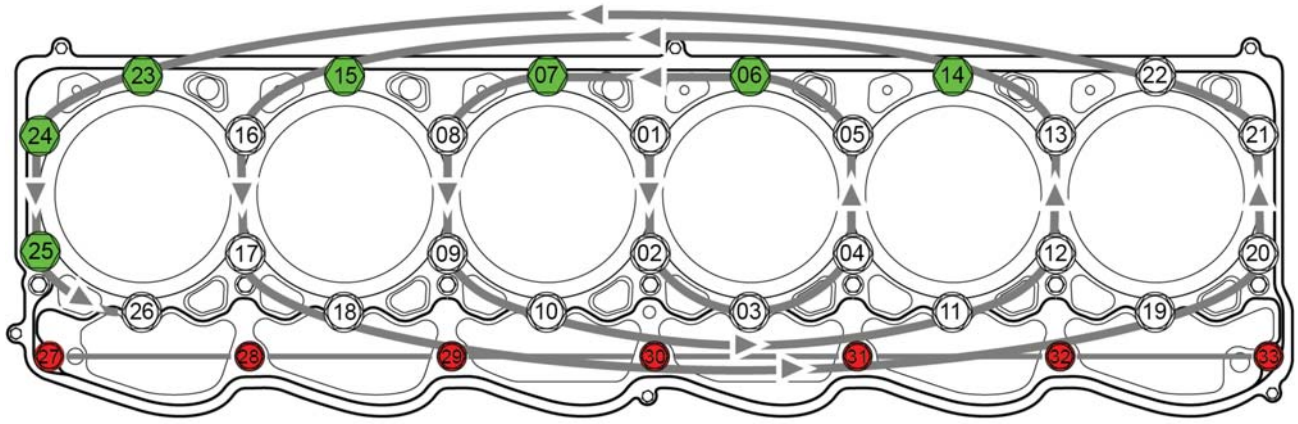


NOTE

If a head bolt breaks during this process, stop the retorquing process. Take a photo of the broken bolt and refer to the TCS365 Case Creation Guide below to start a case.

1. Prior to starting repair, inspect for a coolant leak per the attached Cylinder Head Weep Hole Inspection procedure. If a leak is found, follow the process in the attached procedure to file a TCS365 case and wait for further instructions.
2. Confirm head bolt numbers 06, 07, 14, 15, 23, 24, 25—shown in **green** in Figure 1—**DO NOT** have a clean and visible index mark. If they have a clean index mark, **you MUST** confirm that this repair was not recently performed. Bolts 23 and 15 are easiest to see.
3. Remove the engine brake rocker assemblies per RMI job called "*replace 2 (two) rocker arm group, engine brake (Basic assembly)*".
4. Index (add witness marks) to head bolts 1-26 to indicate the starting and ending points for reference as shown in Figure 2 in green.
5. Turn head bolts 1-26 90°.
 - DO NOT RETORQUE BOLTS 27-33 shown in Figure 1 in red.
 - Use the torque adapter tool (p/n 2203481PE) on limited access bolts (head bolt numbers 06, 07, 14, 15, 23, 24, 25—indicated by green highlight in the image below). This tool allows for access under the EGR cooler.
 - Ensure the torque adapter tool is squarely seated on the bolt head before applying torque. Applying the amount of torque required to turn the bolts an additional 90° without the tool seated squarely may damage the tool.

Figure 1 Head bolt locations



M201311-2

Figure 2 Example of Index marks and using the torque adapter tool



6. Reinstall the engine brake rocker assemblies per RMI.

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:

- If the head bolt breaks during the retorque procedure, use the following instructions to file a TCS365 case.
 - Provide a photo of the broken bolt.
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.
 - On the Powertrain Support page, fill in the following fields as follows and fill in the other fields as appropriate:
 - Subject: E264 broken head bolt
 - Description: E264
 - Complaint/Verification Results: Head bolt broke during retorque procedure
 - Did you perform the required steps: Yes
 - Did you attach a PDF log file: No
 - Warranty Dependent Case: Yes
 - Repairs and Parts Replaced: Head bolt broke during retorque procedure.
 - Diagnostic Details:
 - Took photo of broken bolt
 - Upload File: Photo of the broken bolt

Attachments

[Dealer/Chassis List](#)

[Customer Letter - US](#)

[Customer Letter - Canada](#)

[Quick Claim Guide](#)



[Weep Hole Inspection](#)



[Printable Torque Sequence Illustration](#)

Authored by: DKH

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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: ESB E264: PACCAR MX-13 EPA2017 Cylinder Head Bolt Tightening

Dear Kenworth Customer,

Your vehicle (listed within this letter) is eligible for a campaign to retorque the cylinder head bolts. Data from TruckTech+ indicates that relaxed cylinder head bolts may cause premature engine wear and coolant loss.

Please contact a Kenworth dealership to schedule an appointment for this work. If you have already had this work performed, please disregard this letter. You can find your nearest Kenworth dealer at Dealer Locator on the website www.Kenworth.com.

| | |
|---|---|
| <i>The problem is...</i> | The cylinder head bolts may experience a slight loss of clamp force. |
| <i>What your dealer will do...</i> | Dealers will tighten the cylinder head bolts. |
| <i>What you must do ...</i> | Contact your Kenworth Dealer to schedule an appointment for repair. |

When contacting your selected Kenworth dealer, refer to campaign ESB **E264** and the VIN listed on this letter. The work will take approximately **4.0 hours**, depending on vehicle configuration and dealer scheduling. There will be no charge to you if completed by **02/01/2022**. 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 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]

Kenworth Bulletin Quick Claim Descriptions

| | A | B | C | D | E | F | G |
|---|---|---------|------|-------------------------------------|------------------------|-----------------|--|
| 1 | Description | SRT | Time | QC descriptions | Parts included with QC | | |
| 2 | E264A (T800/W900) | | | | Qty | P/n | Description |
| 3 | Rocker shaft assembly, engine brake, 1 (one) - R&R - Per RMI Steps | 045-630 | 1.4 | Retorque the head bolts (T800/W900) | 1 | 2302341PE | Valve cover gasket and Valve Train Casing Gasket kit |
| 4 | Time for each additional rocker assembly R&R | 045-632 | 0.8 | | 1 | Locally sourced | Brake Cleaner |
| 5 | Air Cleaner Assembly - R & R | 041-001 | 0.5 | | | | |
| 6 | Air Cleaner Pipe (one) - R & R | 041-004 | 0.2 | | | | |
| 7 | Battery - Disconnect batteries for troubleshooting or when required by RMI R&R procedure (Includes fairing/step R&R) | 100-529 | 0.2 | | | | |
| 8 | Cylinder Head Bolt 90 Degree Re-torque – For use with Offset Torque Adapter Tool available through PPD. Does not include Rocker Assembly R&R – Use 045-630 (Air cleaner, valve cover, and valve adjust are included in the 045-630 SRT) | 045-220 | 0.9 | | | | |
| 9 | Total time | | 4 | | | | |

Kenworth Bulletin Quick Claim Descriptions

| | A | B | C | D | E | F | G |
|----|---|---------|-----|-------------------------------------|---|-----------------|--|
| 10 | E264B (T880/W990) | | | | | | |
| 11 | Rocker shaft assembly, engine brake, 1 (one) - R&R - Per RMI Steps | 045-630 | 1.4 | Retorque the head bolts (T800/W900) | 1 | 2302341PE | Valve cover gasket and Valve Train Casing Gasket kit |
| 12 | Time for each additional rocker assembly R&R | 045-632 | 0.8 | | 1 | Locally sourced | Brake Cleaner |
| 13 | Air Cleaner Assembly - R & R | 041-001 | 0.3 | | | | |
| 14 | Air Cleaner Pipe (one) - R & R | 041-004 | 0.2 | | | | |
| 15 | Battery - Disconnect batteries for troubleshooting or when required by RMI R&R procedure (Includes fairing/step R&R) | 100-529 | 0.2 | | | | |
| 16 | Cylinder Head Bolt 90 Degree Re-torque – For use with Offset Torque Adapter Tool available through PPD. Does not include Rocker Assembly R&R – Use 045-630 (Air cleaner, valve cover, and valve adjust are included in the 045-630 SRT) | 045-220 | 0.9 | | | | |
| 17 | Total time | | 3.8 | | | | |

Kenworth Bulletin Quick Claim Descriptions

| | A | B | C | D | E | F | G |
|----|---|---------|-----|--|---|-----------------|--|
| 18 | E264C (T680) | | | | | | |
| 19 | Rocker shaft assembly, engine brake, 1 (one) - R&R - Per RMI Steps | 045-630 | 1.4 | Retorque the head bolts (T800/W900) | 1 | 2302341PE | Valve cover gasket and Valve Train Casing Gasket kit |
| 20 | Time for each additional rocker assembly R&R | 045-632 | 0.8 | | 1 | Locally sourced | Brake Cleaner |
| 21 | Air Cleaner Assembly - R & R | 041-001 | 0.3 | | | | |
| 22 | Air Cleaner Pipe (one) - R & R | 041-004 | 0.2 | | | | |
| 23 | Battery - Disconnect batteries for troubleshooting or when required by RMI R&R procedure (Includes fairing/step R&R) | 100-529 | 0.2 | | | | |
| 24 | Cylinder Head Bolt 90 Degree Re-torque – For use with Offset Torque Adapter Tool available through PPD. Does not include Rocker Assembly R&R – Use 045-630 (Air cleaner, valve cover, and valve adjust are included in the 045-630 SRT) | 045-220 | 0.9 | | | | |
| 25 | Aerodynamic bumper, one piece – R&R (T680 ONLY those with AERO bumper) | 014-114 | 0.1 | | | | |
| 26 | Total time | | 3.9 | | | | |
| 27 | E264D | | | | | | |
| 28 | Cylinder Head Bolt 90 Degree Re-torque – For use with Offset Torque Adapter Tool available through PPD. Does not include Rocker Assembly R&R – Use 045-630 (Air cleaner, valve cover, and valve adjust are included in the 045-630 SRT) | 045-220 | 0.9 | Retorque head bolts in conjunction with E263 | 1 | Locally sourced | Brake Cleaner |
| 29 | Total time | | 0.9 | | | | |
| 30 | | | | | | | |
| 31 | | | | | | | |
| 32 | | | | | | | |
| 33 | | | | | | | |
| 34 | | | | | | | |
| 35 | | | | | | | |
| 36 | | | | | | | |



Technical Information Bulletin

E264



Section

Engine

Subject

PACCAR MX-13 EPA17 Cylinder Head Bolt Tightening

Release Date

1/28/2021

Condition

Cylinder head bolts may have relaxed, causing a slight loss of clamp force, which could result in higher risk of cylinder liner fretting.

Chassis Affected

9,498 chassis (8,035. and 1,463 Canada) T680, T800, T880, W900, and W990 chassis built from 06/06/2016 through 01/02/2020 equipped with PACCAR MX-13 EPA2017 engines. See the attached chassis list for specific chassis.

Action

Campaign

1. Service all chassis affected that enter your dealership, even if the customer has no issue with the chassis.
2. Review the attached chassis list for your dealer code and schedule your customer(s) for service if their chassis is on the list.
3. If you are not using Service Management to start repair orders, review SIR for "Complete" or "In Process" next to the "E264" campaign code prior to performing this repair.
4. Follow the procedures below to tighten specific cylinder head bolts an additional 90°.



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 02/01/2022, Kenworth will pay for parts at dealer net plus applicable mark-up and labor:

- 4.0 hours labor to retorque the head bolts (T800/W900). Use Quick Claim Code E264A.
- 3.8 hours labor to retorque the head bolts (T880/W990). Use Quick Claim Code E264B.
- 3.9 hours labor to retorque the head bolts (T680). Use Quick Claim Code E264C.
- 0.9 hours labor to retorque the head bolts while replacing valve guide seals (**chassis also has E263 open**). Use Quick Claim Code E264D.
- 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](#).

Kenworth dealers may perform E264 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

| PRWS CLAIM CODING | | | |
|-------------------------|-------------|----------------------|--------------------------|
| Campaign Code: | E264 | Campaign Type: | Field Repair |
| Claim Category: | Engine | Repair Type: | Proactive |
| Customer Concern Code: | 173 | Causal Code: | A1 |
| Corrective Action Code: | 12 | Responsibility Code: | Camp |
| Supplier Code: | N/A | Causal Part: | 1822166 |
| Failure Location: | 045-007-001 | SRT Code: | See attached Claim Sheet |

| DWC CLAIM CODING | | | |
|-------------------|-------------|----------------------|------|
| Failure Location: | 045-002-004 | Work Accomplished: | 10 |
| Failure Type: | 700 | Responsibility Code: | 01 |
| SRT Code: | 045-500 | Claim Type: | F |
| Vendor Code: | N/A | Campaign Field: | E264 |

Parts

Parts are available from PACCAR Parts.

If the chassis also has E263 open, no parts are required. DO NOT order parts for E264.

| Quantity | Part Number | Description |
|----------|---------------|--|
| 1 | 2302341PE | Valve cover gasket and Valve Train Casing Gasket kit |
| 1 | Brake cleaner | Locally sourced |

Procedure

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



NOTE

Torque adapter tool 2203481PE is required to perform this procedure. See TIB [98-014](#) for details.

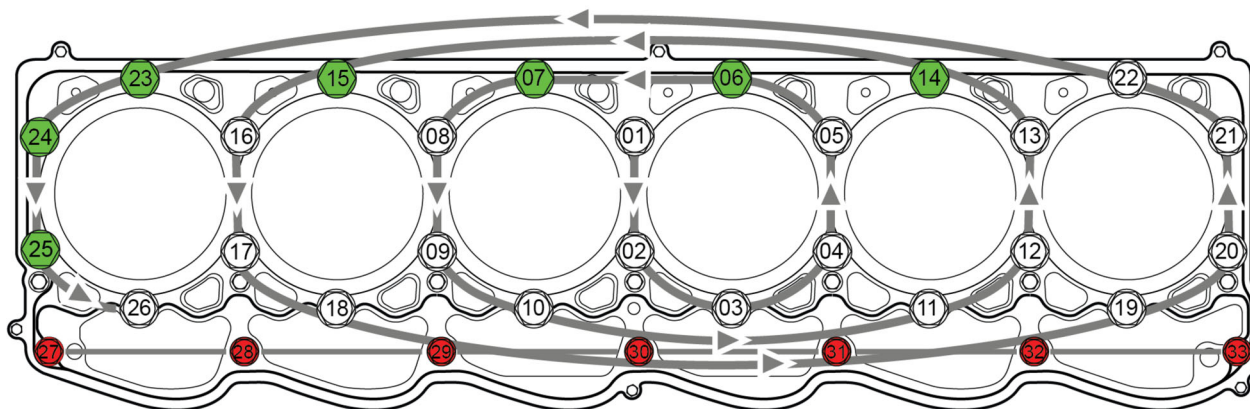
1. Confirm head bolt numbers 06, 07, 14, 15, 23, 24, 25—shown in green in Figure 1—**DO NOT** have a clean and visible index mark. If they have a clean index mark, you **MUST** confirm that this repair was not recently performed. Bolts 23 and 15 are easiest to see.
2. Remove the engine brake rocker assemblies per RMI job called "*replace 2 (two) rocker arm group, engine brake (Basic assembly)*".
3. Index (add witness marks) to head bolts 1-26 to indicate the starting and ending points for reference as shown in Figure 2 in green.
4. Turn head bolts 1-26 90°.
 - DO NOT RETORQUE BOLTS 27-33 shown in Figure 1 in red.
 - Use the torque adapter tool (p/n 2203481PE) on limited access bolts (head bolt numbers 06, 07, 14, 15, 23, 24, 25—indicated by green highlight in the image below). This tool allows for access under the EGR cooler.



NOTE

If a head bolt breaks during this process, stop the retorquing process, take a photo of the broken bolt, and refer to the TCS365 Case Creation Guide below to start a case.

Figure 1 Head bolt locations



M201311-2

Figure 2 Example of Index marks and using the torque adapter tool



5. Reinstall the engine brake rocker assemblies per RMI.

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:

- If the head bolt breaks during the retorque procedure, use the following instructions to file a TCS365 case.
 - Provide a photo of the broken bolt.
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: *E264 broken head bolt*
 - Description: *E264*
 - Complaint/Verification Results: *Head bolt broke during retorque procedure*
 - Did you perform the required steps: *Yes*
 - Did you attach a PDF log file: *No*
 - Warranty Dependent Case: *Yes*
 - Repairs and Parts Replaced: *Head bolt broke during retorque procedure.*
 - Diagnostic Details:
 - *Took photo of broken bolt*
 - *Upload File: Photo of the broken bolt*

[Attachments](#)

 [Dealer\Chassis List](#)

 [U.S. Customer Letter](#)

 [Canada Customer Letter](#)

 [Quick Claim List](#)

Authored by: OF

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