

Sélectionner la date

LETTRÉ DE CAMPAGNE

Cet avis concerne votre véhicule. Votre (vos) NIV(s) se trouve(nt) au bas ou au verso de la présente.

Objet : Campagne E280 : EPA21 MX-11/MX13 – Couple incorrect du carter d'huile et de la tubulure d'échappement
DATE D'EXPIRATION : 01/01/2023

Cher client Peterbilt,

Peterbilt a constaté qu'il est possible que le couple des pièces de fixation du carter d'huile et de la tubulure d'échappement soit incorrect sur certains moteurs MX-11 et MX-13. Votre véhicule a été identifié comme étant équipé d'un moteur qui pourrait être concerné par le problème de couple du carter d'huile et/ou de la tubulure d'échappement.

Quel est le problème ?

Il est possible que le couple des pièces de fixation du carter d'huile et/ou de la tubulure d'échappement soit incorrect.

Que fera votre concessionnaire ?

Procéder à nouveau au couple des pièces de fixation du carter d'huile et/ou de la tubulure d'échappement.

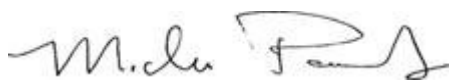
Que devriez-vous faire ?

Communiquer immédiatement avec votre concessionnaire afin de prendre rendez-vous.

Veillez communiquer avec un concessionnaire Peterbilt afin de prendre rendez-vous pour cette réparation. Pour trouver votre concessionnaire Peterbilt, veuillez consulter Dealer Locator sur www.Peterbilt.com ou balayer le code à barres. Au moment de communiquer avec votre concessionnaire Peterbilt, vous référer à la campagne E280 ainsi qu'au(x) NIV(s) cité(s) à la présente. Le travail requis pour cette amélioration nécessitera de 1 à 4 heure(s) de main-d'œuvre selon la configuration du véhicule et la disponibilité du concessionnaire et sera effectué sans frais s'il est complété dans le cadre de la garantie de base ou avant le 1^{er} janvier 2023, selon la date la plus éloignée.

Nous nous excusons pour tout inconvénient causé par cette procédure préventive et vous remercions de votre participation afin d'aider Peterbilt à offrir les plus hauts niveaux de satisfaction de la clientèle et d'expertise de service. Nous apprécions votre entreprise ainsi que votre constante fidélité envers Peterbilt et son réseau de concessionnaires. Les produits Peterbilt se distinguent en étant leader de l'industrie en matière de qualité, performance et fiabilité et nous vous remercions de faire d'un Peterbilt votre camion préféré.

Salutations,



Michelle Ponsonby
Directrice du service à la clientèle
Peterbilt Motors Company

Scan this QR code to open the
Peterbilt Dealer Locator.



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: E280 – EPA21 MX-11/MX13 Oil Pan and Exhaust Manifold Incorrectly Torqued
EXPIRATION DATE: 1/1/2023

Dear Peterbilt Customer,

Peterbilt has determined that the oil pan and exhaust manifold fasteners may be incorrectly torqued on certain MX-11 and MX-13 engines. Your truck was identified as having an engine that could be affected by this oil pan and/or exhaust manifold torque issue.

What is the problem?

Oil pan and/or exhaust manifold fasteners could be incorrectly torqued.

What will your dealer do?

Re-torque the oil pan and/or exhaust manifold fasteners.

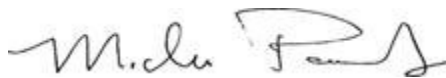
What should you do?

Contact your dealer immediately to schedule an appointment.

Please contact a Peterbilt dealership to schedule an appointment for this repair. 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 E280 and the VIN(s) listed in this letter. The work for this improvement will take from 1 to 4 hours of labor depending on vehicle configuration and dealer scheduling. There will be no charge to you if completed within standard warranty or by January 1, 2023, whichever is later.

We apologize for any inconvenience this preventive procedure may cause and thank you for your participation in helping Peterbilt 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.



E280 - EPA21 MX-11/MX-13 Oil Pan and Exhaust Manifold Incorrectly Torqued

 [Edit](#) [Clone](#)

Number

E280

Section

Engine-MX - 45

Subject

EPA21 MX-11/MX-13 Oil Pan and Exhaust Manifold Incorrectly Torqued

Date

12/2/2021

Condition

Certain DC tools were incorrectly calibrated. The resulting torque issue could affect the EPA21 MX-11 and MX-13 Oil Pan and/or the Exhaust Manifold.

Chassis Affected

234 (221 US / 13 Canada) model 365, 389, 520, 567 and 579 vehicles equipped with EPA21 MX-11 and MX-13 engines that were built from 8/08/2021 through 9/17/2021.

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 "E280" campaign code prior to performing this repair.
3. Follow the procedures below to re-torque the affected joints that are specified on the attached Chassis List.

Warranty

Through Standard Warranty or for repairs completed by 1/01/2023, whichever is greater, Peterbilt will pay for parts at dealer net plus applicable mark-up and labor:

- Quick Claim E280A: MX-11 – model 579
 - 0.3 hours to re-torque only the Oil Pan
- Quick Claim E280B: MX-11 – model 579
 - 3.2 hours to re-torque the Oil Pan and Exhaust Manifold
- Quick Claim E280C: MX-11 – models 567, 520, 389 and 365
 - 0.2 hours to re-torque only the Oil Pan

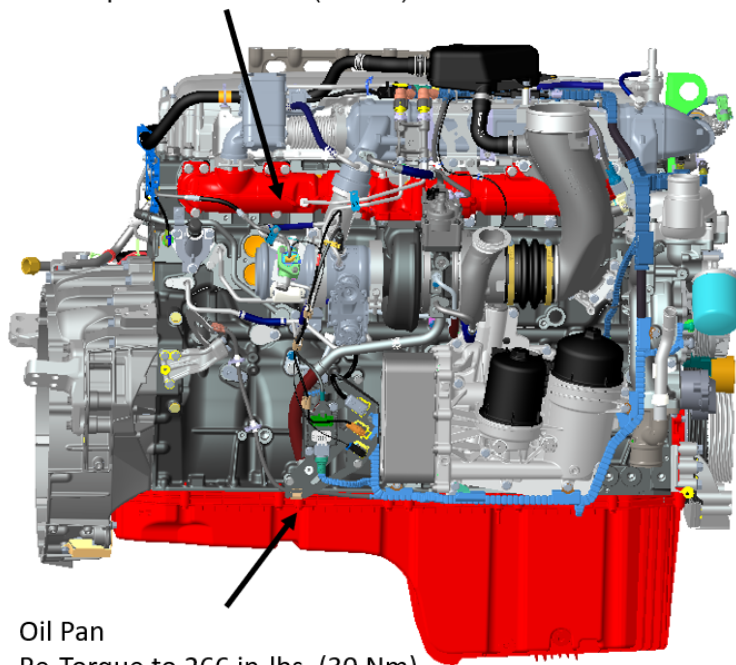
- Quick Claim E280D: MX-11 – models 567, 520, 389 and 365
 - 3.1 hours to re-torque the Oil Pan and Exhaust Manifold
 - Quick Claim E280E: MX-11 – all models
 - 2.9 hours to re-torque only the Exhaust Manifold
 - Quick Claim E280F: MX-13 – model 579
 - 0.5 hours to re-torque only the Oil Pan
 - Quick Claim E280G: MX-13 – model 579
 - 0.9 hours to re-torque the Oil Pan and Exhaust Manifold
 - Quick Claim E280H: MX-13 – models 567, 520, 389 and 365
 - 0.4 hours to re-torque only the Oil Pan
 - Quick Claim E280I: MX-13 – models 567, 520, 389 and 365
 - 0.8 hours to re-torque the Oil Pan and Exhaust Manifold
 - Quick Claim E280J: MX-13 – all models
 - 0.4 hours to re-torque on the Exhaust Manifold
-
- File an additional claim for extraordinary circumstances.
 - Peterbilt dealers may perform E280 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 cross division repairs, refer to Warranty Policy Bulletin: [Repair of Non-Peterbilt Vehicle with the PACCAR MX Engine](#).
 - File the claim within 14 days in accordance with Warranty Policy.

Take-Off Parts Disposition: N/A

PRWS CLAIM CODING			
Campaign Code	E280	Campaign Type	Field Repair
Claim Category	Engine	Repair Type	Proactive
Customer Concern Code	29	Causal Code	A9
Corrective Action Code	12	Responsibility Code	Camp
Failure Location	045-002-072	Causal Part	1895169
Supplier Code	N/A	SRT Code	See Quick Claim Guide in Links Section

CLAIM CODING			
Failure Location	045-002-072	Work Accomplished	69
Failure Type	700	Responsibility Code	09
SRT Code	See Quick Claim Guide in Links Section	Claim Type	C
Vendor Code	N/A	Campaign Field	E280

Exhaust Manifold
Re-Torque to 531 in-lbs. (60 Nm)



Oil Pan
Re-Torque to 266 in-lbs. (30 Nm)

Links

[Chassis List - Affected Component](#)

[Quick Claim Guide](#)

[Customer Letter - US](#)

[Customer Letter - French](#)

Authored by: PR