

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: Field Repair Notice E303 – PACCAR MX-13 EPA2017 Oil Filter Screw Cap Replacement
EXPIRATION DATE: 8/1/2023

Dear Peterbilt Customer,

Peterbilt is pleased to inform you that certain vehicles with an EPA2017 PACCAR MX-13 engine are eligible to receive a replacement of the oil filter screw cap. This repair has been listed in previous bulletins and our records indicate that your vehicle has (vehicles have) not received this repair. This is the **final opportunity** to have this repair completed at no charge to you.

Replacement of the oil filter cap reduces oil valve tab breakage. Broken oil valve tabs can cause oil flow obstruction to critical engine parts, resulting in serious engine damage. As an added benefit, the oil filter element will also be replaced. Customers that do not receive this repair may be responsible for progressive engine damage caused by broken oil bypass valve tabs.

What is Peterbilt improving?

Peterbilt will replace the oil filter screw cap and filter element.

What will this improvement do?

Reduce the instance of oil valve tab breakage.

What should you do?

Contact your dealer 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 E303 – PACCAR MX-13 EPA2017 Oil Filter Screw Cap Replacement and the VIN(s) listed in this letter. The work for this improvement will take approximately 1.0 hour of labor depending on vehicle configuration and dealer scheduling. There will be no charge to you if completed within standard warranty or by 08/01/2023, 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.



E303: MX-13 EPA2017 Oil Filter Screw Cap Replacement

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

Number

E303

Description

Oil Filter Element and Cap Replacement

Subject

E303: MX-13 EPA2017 Oil Filter Screw Cap Replacement

Date

1/12/2023

Condition

Certain chassis require new oil filter element and caps. This bulletin is a partial extension of the following expired bulletins:

E258, E261, E274

Customers that do not receive these repairs may be responsible for progressive engine damage caused by broken oil bypass valve tabs.

Chassis Affected

5199 (4871 US and 328 Canadian) chassis equipped with EPA17 PACCAR MX-13 engines that have not completed repairs under the following bulletins: E258, E261, or E274. See the attached 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. In Service Management, select Campaign E303 to add it to the case. If the unit is released back into service without performing the repair, make sure to also release the Campaign in Service Management.
3. If you are not using Service Management to start repair orders, review SIR for "Complete" next to the E303 Campaign code prior to performing this repair.
4. Follow the procedures in RMI to replace the oil filter screw cap.

Situation

5199 (4871 US and 328 Canadian) chassis equipped with EPA17 PACCAR MX-13 engines that have not completed repairs under the following bulletins: E258, E261, or E274. See the attached chassis list.

Warranty

For repairs completed by **08/01/2023**, Peterbilt will pay for parts at dealer net plus applicable mark-up and labor:

- 0.3 Hours labor to replace the oil filter cap and filter element. Use quick claim code E303.
- 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 the Warranty Policy.

Peterbilt dealers may perform E303 repairs on Kenworth chassis, but Quick Claims do not apply. For Kenworth chassis repairs, use the long claim input form.

PRWS CLAIM CODING			
Campaign Code:	E303	Campaign Type	Field Repair
Claim Category:	Engine	Repair Type	Proactive
Customer Concern Code	211	Causal Code	A1
Corrective Action Code	03	Responsibility Code:	Campaign
Failure Location	045-012-026	Causal Part	2270400
Supplier Code	N/A	SRT Code	B45-800 0.3 Hrs Bulletin E303 Oil Cap Replacement per bulletin procedure.

Parts

Parts are available from PACCAR Parts.

Quantity	Part Number	Description
1	2270400PE	Oil Filter Screw Cap
1	2234788PE	Oil Filter Element Kit (includes O-Ring)

Procedure

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

Follow steps in RMI for "Replace oil filter element"

Install a NEW oil filter element, oil filter screw cap, which includes the O-ring.


- Clean area around oil filter screw cap
- Remove and discard oil filter screw cap
- Remove and discard oil filter element
- Install new O-ring on new oil filter screw cap
- Install new oil filter element
- Install new oil filter screw cap

Links

[Chassis List](#)

Authored by D. Cook

E303: MX-13 EPA2017 Oil Filter Screw Cap Replacement

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

Number

E303

Description

MX-13 EPA2017 Oil Filter Screw Cap Replacement

Subject

MX-13 EPA2017 Oil Filter Screw Cap Replacement

Date

1/12/2023

Condition

Certain chassis require new oil filter element and caps. This bulletin is a partial extension of the following expired bulletins:

E258, E261, E274

Customers that do not receive these repairs may be responsible for progressive engine damage caused by broken oil bypass valve tabs.

Chassis Affected

5,110 (4,639 US and 471 CAN) Model Year 2018-2021 T680, T800, T880, W900 and W990 chassis equipped with EPA17 PACCAR MX-13 engines that have not received E258, E261, or E274 repairs. See the attached 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. In Service Management, select Campaign E303 to add it to the case. If the unit is released back into service without performing the repair, make sure to also release the Campaign in Service Management.

3. If you are not using Service Management to start repair orders, review SIR for “Complete” next to the E303 Campaign code prior to performing this repair.
4. Follow the procedures in RMI to replace the oil filter screw cap.

Warranty

For repairs completed by **08/01/2023**, Kenworth will pay for parts at dealer net plus applicable mark-up and labor:

- 0.3 Hours labor to replace the oil filter cap and filter element. Use quick claim code E303.
- 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 [CA009](#).

Kenworth dealers may perform E303 repairs on Peterbilt chassis, but Quick Claims do not apply. For Peterbilt chassis repairs, use the long claim input form.

PRWS CLAIM CODING			
Campaign Code:	E303	Campaign Type	Field Repair
Claim Category:	Engine	Repair Type	Proactive
Customer Concern Code	211	Causal Code	A1
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Parts

Parts are available from PACCAR Parts.

Quantity	Part Number	Description
1	2270400PE	Oil Filter Screw Cap
1	2234788PE	Oil Filter Element kit (includes O-Ring)

Procedure

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

Follow steps in RMI for "Replace oil filter element" Install a NEW oil filter element, oil filter screw cap, and O-ring.

- Clean area around oil filter screw cap
- Remove and discard oil filter screw cap
- Remove and discard oil filter element
- Install new O-ring on new oil filter screw cap
- Install new oil filter element
- Install new oil filter screw cap

Links

[Chassis List](#)

[Customer Letter](#)

Authored by: JB3



A **PACCAR** COMPANY

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

Date TBD

[First VIN]
Customer Name
Address
City, State Zip



Subject: E303: PACCAR MX-13 EPA2017 Oil Filter Screw Cap Replacement

Dear Kenworth Customer,

Your vehicle (listed within this letter) is eligible for a campaign to replace the oil filter screw cap. This repair has been listed in previous bulletins and our records indicate that your vehicle(s) has/have not received this repair. This is the **final opportunity** to have this repair completed at no charge to you.

Replacement of the oil filter cap reduces valve tab breakage. Broken oil valve tabs can cause oil flow obstruction to critical engine parts, resulting in serious engine damage. As an added benefit, the oil filter element will also be replaced. Customers that do not receive this repair may be responsible for progressive engine damage caused by broken oil bypass valve tabs.

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 using the Dealer Locator at www.Kenworth.com/dealers or by scanning the QR code at the top of this letter.

When contacting your selected Kenworth dealer, refer to campaign **E303** and the VIN listed on this letter. The work will take approximately **1.0 hour**, depending on dealer scheduling. There will be no charge to you if completed by **8/1/2023**. We apologize for this inconvenience but ask for your cooperation to ensure your continued satisfaction with Kenworth products.

<i>The problem is...</i>	Oil Filter screw cap valve could break, causing oil to bypass the filter
<i>What your dealer will do...</i>	Dealers will replace the oil filter screw cap
<i>What you must do ...</i>	Contact your Kenworth Dealer to schedule an appointment for repair

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]