

E300: EPA21 PACCAR MX In-Tank Fuel Additive Reimbursement Program

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Number

E300

Description

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Subject

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Date

3/31/2023

Introduction

Affected chassis may demonstrate a sensitivity to variations in diesel fuel quality. Using a fuel additive as a preventive measure is proven to reduce the risk of the symptoms outlined in E290.

Customers that completed E290 injector cleaning and tracked additive purchases are eligible for this reimbursement.

Situation

All Model Year 2021 and later Model 389, 520, 567, 579, and 579 MLU chassis equipped with EPA2021 compliant MX-11 and MX-13 engines.

Resolution

Fix-As-Fail

If a customer comes into your dealership and demonstrates the condition above, process a reimbursement as specified below.

1. Check SIR for “complete” next to **E300A**. The vehicle SIR is also available in .pdf format under “Attachments” in Service Management. Chassis that show complete have already been reimbursed for additive.
2. If **E300A** does not appear in SIR, check the Asset Service History under the Asset Profile in Service Management to ensure another dealer has not recently processed this reimbursement.
3. Check SIR for “complete” next to **E290A**. The vehicle SIR is also available in .pdf format under Attachments in Service Management. Chassis that show complete are eligible for this reimbursement.
4. If **E290A** does not appear in SIR, check the Asset Service History under the Asset Profile in Service Management to verify that E290A has been completed, even if the claim has not been processed. Vehicles that have not had E290 performed are not eligible for this reimbursement.

After performing the cleaning procedures in Bulletin E290, each chassis is authorized a one-time reimbursement for the local purchase of in-tank fuel additive as specified below.

Customers must submit the completed E300 Additive Log Sheet with applicable receipts to the filing dealer.

Warranty

Through Standard Warranty or any applicable active Extended Warranty, Peterbilt will pay for the fuel additive on a one-time basis.

Customers may be reimbursed **one time** for locally purchased additive and 15% sales tax up to \$830 USD. Customers must provide documentation that they have purchased the specified additive(s). See Procedures section for verification and filing instructions.

Use Quick Claim code **E300A** for this one-time reimbursement of in-tank fuel additive. This quick claim includes a **handling fee of \$80** for verification of

receipts and filing. No repair labor is necessary for this claim.

PACCAR will not reimburse for additive use prior to 04/03/2023.

Any PACCAR Dealer may process this reimbursement.

PRWS CLAIM CODING			
Campaign Code:	E300A	Campaign Type:	Non-Campaign
Claim Category:	Engine	Repair Type:	Reimbursement Only
Customer Concern Code:	202	Causal Code:	64
Corrective Action Code:	17	Responsibility Code:	CAMP
Failure Location:	044-002-013	Causal Part:	2272926
Supplier Code:	N/A	SRT Code:	N/A

Parts

The only authorized in-tank fuel additive for MX engines is:

Power Service Diesel Kleen + Cetane Boost



Additives should be locally purchased as needed.

Customers must submit receipts for verification before reimbursement claim can be filed.

Receipts can be paper or digital and must contain the following information:

- Date of purchase
- Purchase Location (Retailer name)
- Product Identification (manufacturer PN or bottle size and product description)
- Quantity Purchased
- Purchase price before tax

Total purchase price (not including tax) cannot exceed **\$720**

The table below details available part numbers and bottle sizes.

Additive will be reimbursed **ONE TIME** for a **total amount** of UP TO a limit of **\$830 USD** (purchase price + 15% sales tax coverage).

Part Number	Bottle Size	Treatment Concentration	Additive used per 50 gallons (190 liters) of Diesel
3016	16oz (0.472L)	1:400	20oz (590ml) - 1-1/4 bottles
3025	32oz (0.944L)	1:400	16oz (472ml) -

Part Number	Bottle Size	Treatment Concentration	Additive used per 50 gallons (190 liters) of Diesel
			1/2 Bottle
3080	80oz (2.4L)	1:400	16oz (472ml) - 1/5 Bottle
3012	12oz (0.354L)	1:500	16oz (472ml) - 1-1/4 bottles
3026	26oz (0.769L)	1:500	12oz (354ml) - 1/2 Bottle
3064	64oz (1.8L)	1:500	12oz (354ml) - 1/5 Bottle
3128	1gal (3.8L)	1:1,000	6oz (177ml)

Background

Trace amounts of sodium and potassium occasionally found in diesel fuel can lead to carboxylate deposits forming inside the fuel injectors. The deposits, in turn, slow the injectors response and can lead to DTCs and audible knocking sounds.

Procedure

No repair procedures are necessary for this bulletin. The following procedures apply to dealer warranty administrators.

To complete this reimbursement, follow the steps below:

1. Collect the following information from the driver:

- E300 Fuel Additive Log Sheet (from driver's information packet)
- All receipts for purchased fuel additive

2. Verify in SIR and/or Service Management *Asset Service History* that E290A has been completed for the chassis. **Any chassis that has NOT received E290A**

injector cleaning is NOT ELIGIBLE for this reimbursement.

3. Verify the information on the log sheet

- All log entries must have an associated purchase receipt. Digital or paper receipts are acceptable if they contain the required information.
- Fuel additive purchases may be included with other purchases on the same receipt.
- Verify the shelf price (before tax) of each entry on the log sheet.
- Initial each line of the log sheet when the receipt has been verified.
- Individual receipts do not need to be submitted with the warranty claim. Only the verified and completed log sheet is submitted. Dealers do not need to retain images of individual receipts after submission.
- Draw a line through any entries that will not be used in calculations.

**NOTE**

Entries that cannot be reimbursed include:

- Any additives other than those specified in the Parts section.
- Shipping charges for additives purchased through online retailers.
- Storage or transportation charges.
- Taxes/fees. Sales tax is reimbursed at a set rate.
- Any other charges that are not for specified additives shown in the parts section.

4. Calculate the total to be reimbursed.

- Calculate the total purchase price of verified lines. (Total purchase price should not exceed **\$720USD**)
- Calculate 15% sales tax to be covered. (Total tax should not exceed **\$110 USD**)
- Add tax coverage amount to purchase price reimbursement amount.
- Calculate **TOTAL REIMBURSEMENT**.

TOTAL REIMBURSEMENT cannot exceed the limit of \$830 USD.

**NOTE**

This reimbursement is a **ONE-TIME** claim. Once a reimbursement has been submitted, add-ons are not permitted.

Advise customers to save receipts for additive purchases and file **ONCE** when they have reached the reimbursement limit.

**NOTE**

Dealers are responsible for any currency conversions necessary for additives purchased in Canada. The reimbursement limit is set in US Dollars.

5. Submit the reimbursement claim using the established reimbursement process.

Links

[E300 Drivers Information Packet](#)