



CE025 - MX Component Specific Emissions Warranty for MY2017 PACCAR MX-13 and MX-11 Engines

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Description

MX Component Specific Emissions Warranty for MY2017 PACCAR MX-13 and MX-11 Engines CE025

Date

3/27/2020

What's New

4/20/23 - NOx Sensor Before Catalyst and DPF Module for MX-13 engines 455hp / 340 kW and below have been added to this policy. A reference to E221 for CCV coverage has been added.

Introduction

U.S. & Canada Federal emissions regulates that the warranty coverage is a period of ten (10) years or 435,000 miles (700,000 km), 22,000 engine hours, whichever comes first, from the original warranty registration date, for these specific components on the MY2017 PACCAR MX-11 Engine. PACCAR has implemented the extension and it is effective retroactively, unless the part is listed as ineligible for reimbursement below.

Policy

The emissions warranty will cover the repair costs for any failure of an emission-related part described in this bulletin that results under normal use and service, caused by a warrantable failure, which must be the result of

a defect in material and/or factory workmanship. Reimbursement will include:

- Parts
- Labor
- Consumables (when not reusable)

i NOTE
Cummins-powered chassis do not have Extended Emissions Coverage of the DEF Quality Sensor and Tank Heating Control Valve.

Please submit a claim using the following claim types:

Claim Types to File Under for DEF Quality Sensor and Tank Heating Control Valve if Applicable (43-061)	
PACCAR Powered	
	PRWS
KW Unit	File Truck Claim
PB Unit	File Engine Claim

Both Sensor and Valve, if Replaced Under 043-061, should be Filed as a Single Claim.

If a claim is filed for a DEF Quality Sensor or Tank Heating Control Valve against this warranty, engine hours must be provided.

PROACTIVE REPAIRS ARE NOT COVERED BY THIS PROGRAM.

Towing will only be covered if engine emission component failure occurs within the base engine period of 24 months/250,000 miles (400,000km)/6,250 hours. Outside of base engine coverage towing and travel are

excluded. PACCAR will pay for reasonable labor costs for engine removal and reinstallation when necessary to repair a warrantable failure.

The emissions warranty is retroactive, and applies to qualifying warrantable failures that customers have already had repaired at their expense.

These components qualify for coverage on MY2017 PACCAR MX-13 and MX-11 Engines:

Engine Model Year	PPD Part Number	Part Description
2017 (MX-11)	2037340(PEX) ⁽¹⁾	EGR Cooler
2017 (MX-11)	Q21-6127	DEF Quality Sensor
2017 (MX-13)	Q21-6127	DEF Quality Sensor
2017 (MX-11)	If truck has old style Tank Heater Control Valve, replace per TIB 43-061	Tank Heater Control Valve
2017 (MX-13)	If truck has old style Tank Heater Control Valve, replace per TIB 43-061	Tank Heater Control Valve
2017 (MX-13)	1818119(PE)	DPF Pressure Sensor (applies to MX-13 engines rated at 485 hp or higher)
2017 (MX-13 and MX-11)	2131542 (PE)	Particulate Matter (PM) Sensor
2017 (MX-13 455hp / 340kW and below)	2006246	NOx sensor before catalyst
2017 (MX-13 455hp / 340kW and below)	2131533	DPF module
<p>(1) Prior to replacing the EGR Cooler for a coolant leak on an MX-11, ensure that the correct supply pipe is installed per bulletin E249. Prior to replacing an EGR cooler for soot build-up, refer to tool page for the EGR Cleaning Set to see information about the tool and instructions for use. The EGR cleaning procedure must be completed using the cleaning solution heater before claims for EGR Cooler replacement will be approved.</p>		



NOTE

For Crankcase Ventilator (CCV) coverage, refer to **Bulletin E221** for more information. If applicable, CCV coverage is for ONE TIME ONLY.

Procedure

Units that have coverage under this warranty will be identified in Service Information Record (SIR):

Sales Code	Coverage Description
9202150	EW: MX Emissions 10yr/435K Miles (700K KM) – See CE025 for Details

Submit a long form warranty claim through PRWS, using applicable claim type shown in chart below, for any repair that meets the requirements of this bulletin. Please ensure the correct VIN number is selected and that all claim filing requirements are met.

Please use the following coding when submitting your warranty claim:

PPD Part Number	Part Description	Claim Type	Failure Location
2037340(PEX) ⁽¹⁾	EGR Cooler	Engine	043-001-049
Q21-6127	DEF Quality Sensor	Truck/Engine	043-007-018
1818119(PE)	DPF Pressure Sensor	Engine	043-006-007
2131542(PE)	Particulate Matter (PM) Sensor	Engine	043-006-120
2006246(PEX)	NOx Sensor Before Catalyst	Engine	043-007-071
2131533(PEX)	DPF Module	Engine	043-001-053

⁽¹⁾ Prior to replacing the EGR Cooler for a coolant leak on an MX-11, ensure that the correct supply pipe is installed per bulletin [E249](#). Prior to replacing an EGR cooler for soot build-up, refer to tool page for the [EGR Cleaning Set](#) to see information about the tool and instructions for use. The EGR cleaning procedure must be completed using the cleaning solution heater before claims for EGR Cooler replacement will be approved.

For retroactive payments please file a long form claim, and populate parts and labor costs to the sublet fields. Please make sure to attach an invoice and receipt to the claim to document the repair and payment made.

Links

[U.S. Customer Letter](#)

[Canada Customer Letter](#)

[Dealer / Chassis List](#)

Revision History

4/20/2023 - Added NOx Sensor Before Catalyst and DPF Module. Added CCV reference to E221.

4/14/2022 – Added Particulate Matter (PM) Sensor

1/21/2022- Added DPF Pressure Sensor and PRWS Coding

9/8/2021 - Updated chassis list.

7/27/21 - Added clarifying claim filing instructions.

6/28/2021 - Added claim filing instructions for both KW/PB units (effective 7/7/2021)

5/13/2021 - Diesel Exhaust Fluid (DEF) sensor and MX-13 engine model have been added to this policy.

3/27/2020 - MX Component Specific Emissions Warranty for MY2017 PACCAR MX-11 Engines CE025



A PACCAR COMPANY

Kenworth Truck Company
Customer Service Department
PO Box 1000
Kirkland, Washington 98083-1000
(425) 828-5000

Date TBD

[First VIN]
Customer Name
Address
City, State Zip



Subject: Engine Model Year 2017 PACCAR MX-13 and MX-11 Engine Emissions Extended Warranty Coverage

Dear Kenworth Customer,

This notice is sent to you in accordance with the requirements of the Canadian Environmental Protection Act, 1999.

This is not a recall or campaign. You do not need to schedule an appointment with your dealer unless your vehicle experiences a problem.

Your vehicle (listed within this letter) is eligible for Extended Warranty Coverage of certain emissions components installed on your vehicle(s). **No action is needed on your part.**

The Warranty Coverage for the components listed in the table below has been extended to 10 years/435,000 vehicle miles/700,000 km/22,000 engine hours, whichever comes first, from the original warranty registration date.

This letter includes a full list of emissions components with extended warranty.

- Components that were included in a previous letter are designated with ⁽¹⁾ in the table below.
- The NOx Sensor Before Catalyst and DPF module for MX-13 engines 455 hp and below, designated with ⁽²⁾ have been added to this coverage.
- You may discard any earlier dated letters that were received regarding Emissions Extended Warranty Coverage.

Table 1 Parts Covered by Extended Warranty Coverage (EWC Code 9202150)

Part Name	Part Number	Result of Failure
EGR Cooler (MX-11)	2037340(PEX) ⁽¹⁾	Exhaust Gas Recirculation (EGR) cooler failure due to excessive soot accumulation may lead to increase in engine out NOx, but tailpipe emission will continue to be controlled by aftertreatment system. The potential temporary increase in tailpipe out NOx emission will be limited in duration due to inducement measures.
DEF sensor (MX-13 and MX-11)	Q21-6127 ⁽¹⁾	The malfunction of Diesel Exhaust Fluid (DEF) sensor can occur due to an exposure of corrosive ammonia from overheated DEF that may affect the DEF concentration. The failure will trigger a diagnostic fault and illuminate the MIL to alert for prompt repair and thus to contain lifetime emission impact.
DPF Pressure Sensor (MX-13 485 hp / 360 kW and above)	1818119(PE) ⁽¹⁾	The Diesel Particulate Filter (DPF) pressure sensor malfunction will trigger a diagnostic fault and illuminate the Malfunction Indicator Lamp (MIL) This may lead to engine torque derate. Prompt repair of the DPF pressure sensor will limit the potential emission impact.
PM Sensor (MX-13 and MX-11)	2131542(PE) ⁽¹⁾	The Particulate Matter (PM) Sensor may malfunction and eventually illuminate the Malfunction Indicator Lamp (MIL). There is no direct emission impact from sensor failure as the sensor is not part of the emission control strategy.
NOx Sensor before Catalyst (MX-13 455hp / 340kW and below)	2006246 ⁽²⁾	The failure of the oxides of nitrogen (NOx) sensor before catalyst has minimal impact on emissions over the useful life of the vehicle. The NOx sensor failure will trigger Malfunction Indicator Lamp (MIL) and torque derate. Prompt repair of NOx sensor will limit potential emission impact.
DPF Module (MX-13 455hp / 340kW and below)	2131533 ⁽²⁾	DPF Module failures due to DPF breaching or cracking can allow exhaust with a high level of particulate matter to exit the tailpipe. Prompt repair will limit the long-term emission impact due to DPF Module failure.



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Kenworth Truck Company
Customer Service Department
PO Box 1000
Kirkland, Washington 98083-1000
(425) 828-5000

(1) Components that were included in a previous letter.
(2) Additional component added to Extended Warranty Coverage.

If you have previously paid to replace one of the components listed in the tables above, you may be eligible for reimbursement of the cost of parts and labor. Please provide your Kenworth Dealer with a receipt for the repair and your dealer will file a claim on your behalf.

To find your nearest Kenworth dealer, use the Dealer Locator on the website www.Kenworth.com or by scanning the QR code in the upper right corner of this letter.

When contacting your selected Kenworth dealer, refer to Extended Warranty Code (EWC) 9202150 and the VIN listed on this letter.

If you require further information about this extended emissions warranty coverage 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. We regret any inconvenience that this work may cause you and appreciate your cooperation in this matter.

Thank you,

A handwritten signature in black ink that reads 'Annick Hollingsworth'.

Annick Hollingsworth
Director of Service Platforms
Kenworth Truck Company

VIN: [VIN List](#)



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Customer Service Department
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