



# E293: EMY2017 PACCAR MX-13 EGR Flex Pipe Emissions Recall

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## Number

E293

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## Description

EMY2017 PACCAR MX-13 EGR Flex Pipe Emissions Recall

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## Subject

EMY2017 PACCAR MX-13 EGR Flex Pipe Emissions Recall

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## Date

6/9/2023

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## Condition

Certain EGR flex pipes can crack and leak, causing exhaust after-treatment faults.

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## Chassis Affected

10,281 (8,610 US and 1,671 CAN) Model Year 2017-2019 T680, T800, T880, and W900 chassis built from 10/25/2016 through 01/24/2018 equipped with Engine Model Year 2017 PACCAR MX-13 engines.

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## Action

### Emissions Recall

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. Confirm with the customer that your dealership will be the repairing location before ordering parts.
3. In Service Management, select Campaign **E293** 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
4. If you are not using Service Management to start repair orders, review SIR for "Complete" or "In

Process" next to the **E293** campaign code prior to performing this repair.

5. Follow the attached procedures to replace the EGR Flex Pipe.



#### **NOTE**

Chassis registered in the State of California must be provided with a California Proof of Correction (POC) Certificate and Repair Label for this recall. See bulletin [E192](#) and the procedures section. Use recall code **0079**. (The Recall Code is the same as the CARB Recall Number)

## Warranty

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There is no time or mileage limit for this emissions recall. Kenworth will pay for parts at dealer net plus applicable mark-up and labor:

- **0.3 hours** to inspect flex pipe part number with no replacement needed. See the procedures section for part numbers. Use Quick claim code **E293A**.

#### **Non-California Registered Chassis**

- **1.2 hours** labor to inspect and replace the EGR flex pipe and take pictures of replaced part number using bulletin procedures. Use Quick claim code **E293B**.

#### **California-Registered Chassis**

- **1.3 hours** labor to inspect and replace the EGR flex pipe, take pictures of replaced part number using bulletin procedures, and complete California Proof of Correction form per Bulletin [E192](#), and install repair label. Use Quick claim code **E293C**

File an additional claim for extraordinary circumstances. A quick claim for standard labor must be filed first.

**A picture of the EGR flex pipe part number that was inspected and replaced must be attached to the case or the claim may be denied.**

File the claim within 14 days in accordance with Warranty Policy [CA009](#).

Kenworth dealers may perform E293 repairs on Peterbilt chassis, but Quick Claims do not apply. For Peterbilt

chassis repairs, use the long form claim.

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

<b>PRWS CLAIM CODING</b>			
Campaign Code:	E293	Campaign Type	Field Repair
Claim Category:	Engine	Repair Type	Proactive
Customer Concern Code	143	Causal Code	14
Corrective Action Code	03	Responsibility Code:	Camp
Failure Location	043-001-202	Causal Part	2046616
Supplier Code	N/A	SRT Code	<p><b>B23-01A</b> 0.3 hrs Inspect EGR Flex pipe Part Number with no replacement necessary per E293</p> <p><b>B23-01B</b> 1.2 hrs Inspect and replace EGR Flex pipe according to Bulletin E293 Procedures</p> <p><b>B23-01C</b> 1.3 hrs</p>

			Inspect and replace EGR Flex pipe according to Bulletin E293 Procedures And Complete the California Proof of Correction form
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## Parts

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Parts are available from PACCAR Parts.

Quantity	Part Number	Description
1	2341112PE	Kit, EGR Flex Pipe Replacement (See below for kit contents)
1 gal	EC3501 (US) EC7501 (Canada)	Coolant, TRP ELC 50/50 (as needed for top-off)
As Needed	Source Locally	Cable Ties (as needed to secure engine harnesses)
1 (Only necessary for California-registered chassis)	Y53-6109	Kit - Label Repair (Contains Label PN Y53-6107 and Clear Overlay PN Y53-6108)

Kit 2341112PE Contains:

<b>Quantity</b>	<b>Part Number</b>	<b>Description</b>
1	2318904PE	EGR Flex Pipe
1	2120190PE	Gasket, EGR (Flex pipe to EGR Valve)
1	1917870PE	Gasket, Exhaust (Flex pipe to EGR Cooler)
1	2035973PE	Gasket, Exhaust EGR (EGR Valve to Exhaust Manifold)
1	1979191PE	V clamp, 75.2mm (EGR valve to exhaust manifold)
1	1979190PE	V clamp, 82mm (Flex pipe to EGR Cooler)
2	2116602PE	O-ring, 7.4 x 2 (Coolant pipes to EGR Valve)

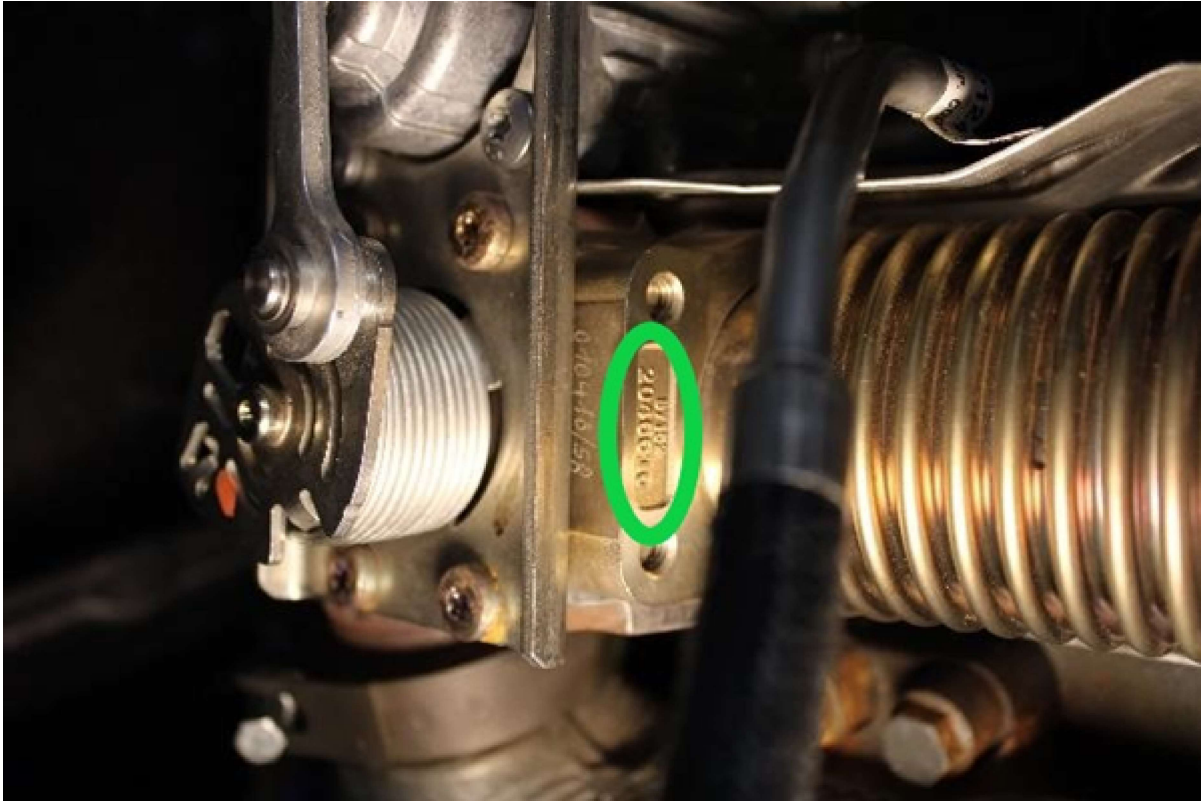
## Procedure

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

**repaired and maintained.**

1. Inspect EGR flex pipe part number.



- If part number stamped on EGR flex pipe is **PN 2046616**, replace flex pipe using the attached procedures.

**A picture of the EGR flex pipe part number that was inspected and replaced must be attached to the case or the claim may be denied.**

- If part number stamped on EGR flex pipe is **PN 2191702** or **PN 2318904**, *do not replace the flex pipe*. File a claim for inspection only and release the chassis.

2. If replacement is necessary, follow the steps in the attached procedures document to replace the EGR Flex Pipe.

**Follow the steps below only if the vehicle receives a replacement flex pipe AND the vehicle is registered in California:**

1. Go to [E192](#), fill out the Proof of Correction Certificate and provide a copy to the customer. Use Recall Code/CARB Recall Number **0079** when completing the Proof of Correction Certificate. The form **MUST**

be printed on pink paper.

2. Install the repair label, PN Y53-6107 (Part of kit PN Y53-6109) in the driver's door jamb.
  - o Use Recall code 0079
  - o Fill out the Y53-6107 label fields.

REPAIR PROOF OF COMPLETION

RECALL CODE ← Use RECALL CODE from bulletin

DEALER CODE ← Use your DEALER CODE

REPAIR DATE ← Date repair was completed

BULLETIN NUMBERS ← Bulletin Number

**PACAR** Y53-6107

- o Place the label in the door jamb. If there is no room in the driver's door jamb, the label can be installed in the passenger door jamb. The images below show how the labels can be installed in

various door jambs.

- Install the clear overlay (PN Y53-6108) over the label.



## Links

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[Chassis List](#)

[US Customer Letter](#)

[Canada Customer Letter](#)

[Procedures](#)

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A PACCAR COMPANY

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

**Date of Letter**

Subject: E293 – EMY2017 PACCAR MX-13 EGR Flex Pipe Emissions Recall  
EXPIRATION DATE: NONE  
*The VINs are listed on the back of this page*



**Customer name**  
**Customer address**  
**City, State ZIP**

Dear Kenworth Customer,

Kenworth Truck Company has determined that certain Model Year 2017-2019 T680, T800, T880, and W900 chassis, manufactured from 10/25/2016 through 01/24/2018 and equipped with EPA2017 compliant PACCAR MX-13 engines, may not conform to emission control requirements. Your vehicle may be releasing air pollutants which exceed California and federal standards. Your vehicle has been identified as having an EGR Flex Pipe that may require replacement based on inspection results. If this repair is not completed, it may cause the vehicle to fail a vehicle inspection or Smog Check test when such tests are required under state law.

Affected EGR Flex Pipes could develop cracks that allow untreated exhaust into the atmosphere, increasing the vehicle's emission of air pollutants.

Kenworth has initiated a recall to remedy the defect. Please contact your nearest Kenworth dealer. To find your Kenworth dealer, please visit Dealer Locator at [www.Kenworth.com](http://www.Kenworth.com) or scan the QR code at the top of this page. This repair may take up to **2.0 hours** of labor depending on vehicle configuration and dealer scheduling. This repair will be performed at no charge to you.

<b>The problem is...</b>	<b>Certain EGR Flex Pipes may develop cracks</b>
<b>What your dealer will do...</b>	<b>Inspect the EGR Flex Pipe and replace pipes with suspect part numbers</b>
<b>What you must do ...</b>	<b>Contact your Kenworth Dealer to schedule an appointment for repair</b>

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 recall.

For vehicles registered in California; you will be provided with a Proof of Correction certificate by the service facility. If the driver is not the registered owner of the vehicle, please provide a mailing address for the certificate.

Please note that, vehicle registration renewal cannot be completed and the engine cannot be legally operated in the state of California if the owner fails to bring the vehicle to an authorized dealer to complete the recall once it is available.

In order to ensure your full protection under the emission warranty provisions, it is recommended that you have your vehicle serviced as soon as possible. Failure to do so could be determined as lack of proper maintenance of your vehicle.

If you require further information about this recall, reimbursement of a pre-notification remedy associated with this recall or experience any difficulty in making arrangements for this repair, please contact Kenworth Customer Service using one of the following:

Email: [Kenworth.Campaigns@paccar.com](mailto: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. In your message, provide a call back number, the last 8 digits of the VIN, and the bulletin number.

Federal regulation requires that any vehicle lessor receiving this recall notice must forward a copy of this notice to the lessee within ten days. 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,

Annick Hollingsworth  
Director of Service Platforms  
Kenworth Truck Company



A PACCAR COMPANY

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

Date of Letter

Subject: E293 – EMY2017 PACCAR MX-13 EGR Flex Pipe Emissions Recall  
EXPIRATION DATE: NONE  
*The VINs are listed on the back of this page*



Customer name  
Customer address  
City, State ZIP

Dear Kenworth Customer,

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

Kenworth Truck Company has determined that certain Model Year 2017-2019 T680, T800, T880, and W900 chassis, manufactured from 10/25/2016 through 01/24/2018 and equipped with EPA2017 compliant PACCAR MX-13 engines, may not conform to emission control requirements. Your vehicle may be releasing air pollutants which exceed California and federal standards. Your vehicle has been identified as having an EGR Flex Pipe that may require replacement based on inspection results. If this repair is not completed, it may cause the vehicle to fail a vehicle inspection or Smog Check test when such tests are required by regulation.

Affected EGR Flex Pipes could develop cracks that allow untreated exhaust into the atmosphere, increasing the vehicle's emission of air pollutants

Kenworth has initiated a campaign to remedy the defect free of charge. Please contact your Kenworth dealer. To find your Kenworth dealer, please visit Dealer Locator at [www.Kenworth.com](http://www.Kenworth.com) or scan the QR code at the top of this page. This repair should take up to **2.0 hours** labor depending on vehicle configuration. This repair will be performed at no charge to you.

<b><i>The problem is...</i></b>	<b>Certain EGR Flex Pipes may develop cracks</b>
<b><i>What your dealer will do...</i></b>	<b>Inspect the EGR Flex Pipe and replace pipes with suspect part numbers</b>
<b><i>What you must do ...</i></b>	<b>Contact your Kenworth Dealer to schedule an appointment for repair</b>

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.

In order to ensure your full protection under the emission warranty provisions, it is recommended that you have your vehicle serviced as soon as possible. Failure to do so could be determined as lack of proper maintenance of your vehicle.

If you require further information about this recall, reimbursement of a pre-notification remedy associated with this recall, or experience any difficulty in making arrangements for this repair, please contact Kenworth Customer Service using one of the following:

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Federal regulation requires that any vehicle lessor receiving this campaign notice must forward a copy of this notice to the lessee within ten days. 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,

Annick Hollingsworth  
Director of Service Platforms  
Kenworth Truck Company