

# E283 - PACCAR MY21B MX Engine Fuel Injector Connectors Not Seated

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## Number

E283

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## Description

PACCAR MY21B MX Engine Fuel Injector Connectors Not Seated

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## Subject

PACCAR MY21B MX Engine Fuel Injector Connectors Not Seated

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## Date

6/24/2022

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## Revision

06-09-2023 - Added Campaign extension message with new date to What's New, Service Action, and Warranty sections of this bulletin.

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## Condition

Partially seated fuel injector electrical connections may result in an intermittent connection with the PCI, limiting fuel delivery. Injector or misfire fault codes (see Links section) may also be set.

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## Chassis Affected

126 (118 US and 8 CA) Model 389, 567, and New Model 579 chassis equipped, with MY21B MX-13 engines, built from 6/03/2021 through 8/19/2021.

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## Action

### Campaign

Service all affected chassis 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 "E283" campaign code prior to performing this repair.
3. Follow the procedures below to inspect and reseal the fuel injector connectors.

**UPDATE - 06-09-2023 - This Campaign is being extended to December 30, 2023.**

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## Warranty

For repairs completed by 12/30/2023, Peterbilt will pay for parts at dealer net plus applicable mark-up and labor:

- 1.0 hours labor to R&R the air cleaner assembly, valve cover, and inspect the fuel injector connectors to

ensure that they are seated properly. (2.1m cabs) To be used with quick claim code E283A.

- 0.7 hours to R&R the valve cover, inspect the fuel injector connectors and ensure that the connectors are seated properly. (1.9m cab) To be used with quick claim code E283B.
- File the claim within 14 days in accordance with the Warranty Policy.

Direct Fleets and Dealer Sponsored Fleets (DSF) may not use quick claims when submitting repairs on chassis related to this bulletin but must submit a long form specifying part numbers, quantities, and pricing for parts used in the repair. Submittal of a Quick Claim for repairs made by the Fleet will be denied as pricing is incorrect on quick claims.

<b>PRWS CLAIM CODING</b>			
Campaign Code:	E283	Campaign Type	Field Repair
Claim Category:	Engine	Repair Type	Proactive
Customer Concern Code	224	Causal Code	A1
Corrective Action Code	13	Responsibility Code:	CAMP
Failure Location	044-014-001	Causal Part	2314737PEX
Supplier Code	N/A	SRT Code	See Quick Claim Guide

**UPDATE - 06-09-2023 - This Campaign is being extended to December 30, 2023.**

## Parts

Parts are available from PACCAR Parts.

<b>Quantity</b>	<b>Part Number</b>	<b>Description</b>
1*	2105834PE	MX-13 Valve Cover Gasket
1*	1900010PE	MX-11 Valve Cover Gasket

**If the chassis has reached the 100,000+ mile interval.**

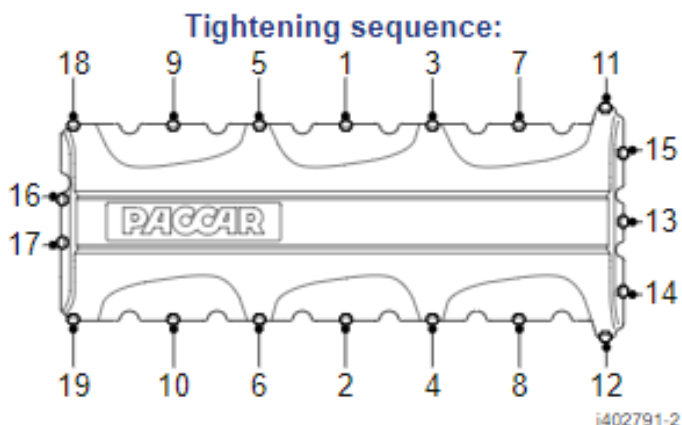
## Procedure

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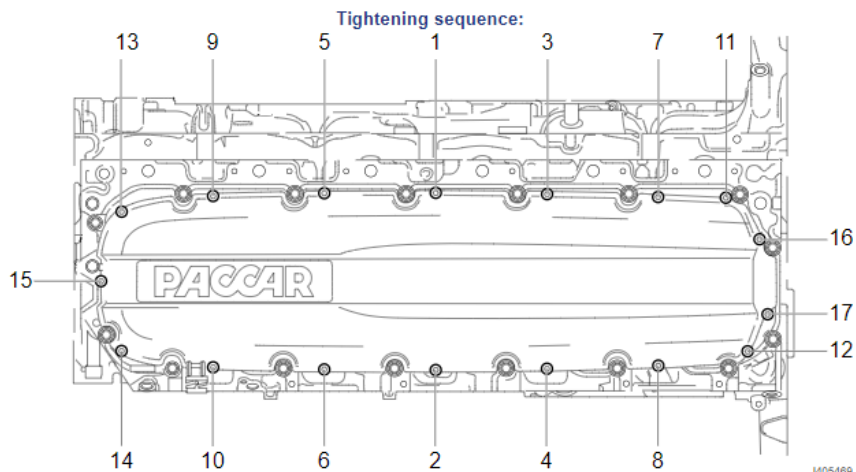
**Please follow your dealership's safety procedures and precautions to ensure the vehicle can be safely repaired**

and maintained.

### MX-11 Valve Cover



### MX-13 Valve Cover



9 Nm [80 lb-in]<sup>(1)</sup>

### Air Cleaner Assembly Removal/Valve Cover Removal (Steps 1, 2, 6 & 7 apply to model 567, 57 9 chassis)

1. Remove the four bolts that secure the air cleaner assembly to the two brackets atop the valve cover.
2. Remove the two brackets from atop the valve cover.
3. Remove the valve cover bolts and valve cover.
4. Inspect the fuel injector electrical connectors and ensure that they are properly seated.
5. Reinstall the valve cover and tighten the bolts to 6.67 ft-lb, in the proper sequence shown above.
6. Reinstall the two air cleaner brackets to the valve cover.
7. Reinstall the air cleaner assembly.

### Links

- [Dealer/Chassis List](#)
- [SRT Quick Claim Guide](#)

[Injector and Misfire Fault Codes](#)

[Customer Letter English](#)

[Customer Letter French](#)

Authored by: K. Powell

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: E283 - MY21B Fuel Injector Connectors Not Seated  
EXPIRATION DATE: 12/30/2023

Dear Peterbilt Customer,

Peterbilt is pleased to inform you that this Campaign has been extended.

Peterbilt has determined that certain Model 389, 567, and 579 chassis built from 6/03/2021 through 8/19/2021 with Model Year 2021 MX engines are eligible to have the fuel injector connectors reseated. Partially seated fuel injector connectors may cause engine misfires and set injector fault codes.

***What is Peterbilt improving?***

Peterbilt will inspect and reseat fuel injector connectors.

***What will this improvement do?***

This will prevent misfires and injector fault codes.

***What should you do?***

Contact your dealer immediately 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](http://www.Peterbilt.com) or scan the QR code. When contacting your Peterbilt dealer, refer to campaign "E283" and the VIN(s) listed in this letter. The work for this improvement will take approximately 1 hour of labor depending on vehicle configuration and dealer scheduling. There will be no charge to you if completed within standard warranty or by 12/30/2023, 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 Experience  
Peterbilt Motors Company

Scan this QR code to open the  
Peterbilt Dealer Locator.



Sélectionner la date

## LETTRE DE CAMPAGNE

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

Objet : Avis de réparation sur le terrain : E283 – Connecteurs de l'injecteur de carburant fixés inadéquatement sur MY21B  
DATE D'EXPIRATION : 30/12/2023

Cher client Peterbilt,

Chez Peterbilt, nous sommes ravis de vous informer que cette campagne a été prolongée.

Peterbilt a constaté que certains châssis de modèles 389, 567 et 579, fabriqués entre le 03/06/2021 et le 19/08/2021, équipés de moteurs MX de modèle de l'année 2021, sont admissibles à la fixation adéquate des connecteurs de l'injecteur de carburant. Les connecteurs de l'injecteur de carburant partiellement fixés peuvent causer des ratés d'allumage du moteur et générer des codes d'anomalie de l'injecteur.

**Qu'est-ce que Peterbilt améliore ?**

Peterbilt inspectera et fixera adéquatement les connecteurs de l'injecteur de carburant.

**Quel effet aura cette amélioration ?**

Ceci empêchera les ratés d'allumage et les codes d'anomalie de l'injecteur.

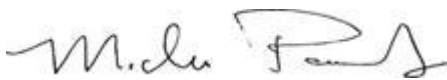
**Que devriez-vous faire ?**

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

Veillez communiquer avec un concessionnaire Peterbilt afin de prendre rendez-vous pour cette amélioration. Pour trouver votre concessionnaire Peterbilt, veuillez consulter Dealer Locator sur [www.Peterbilt.com](http://www.Peterbilt.com) ou balayer le code à barres. Au moment de communiquer avec votre concessionnaire Peterbilt, vous référer à la campagne "E283" ainsi qu'au(x) NIV(s) cité(s) à la présente. Le travail pour cette amélioration nécessitera environ 1 heure 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 30/12/2023, selon la date la plus éloignée.

Nous anticipons l'occasion qui nous est offerte de vous livrer cette amélioration de produit témoignant de l'effort que nous mettons 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.

