

E292: EPA2021 PACCAR MX - Selective Catalytic Reduction (SCR) Contamination

10/2/2023

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E292

Whats New Abstract

Campaign

Certain EPA2021 chassis equipped with PACCAR MX engines have Selective Catalytic Reduction (SCR) Catalyst contamination that occurred during manufacturing. SCR Catalyst assemblies will be inspected and replaced as necessary.

Condition

Contamination has occurred during the manufacturing process of certain SCR systems on PACCAR MX equipped EPA2021 chassis. Removal and replacement of the SCR is necessary. The contamination is not known to cause SCR or emissions system faults. It may reduce the operational lifespan of the SCR Catalyst Assembly.

Chassis Affected

99 - (93 US and 6 CAN) Model Year 2021 and 2022, 389, 567, and 579 chassis manufactured from 11/11/2020 through 6/07/2021, with an EPA2021 PACCAR MX-11 or MX-13 engine and equipped with an aftertreatment system listed in the background section.

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 E292 campaign code prior to performing this repair.
3. Follow the procedures in the Procedures section to inspect the SCR Catalyst portion of the exhaust aftertreatment system.
4. If SCR Catalyst replacement is necessary, follow repair procedures in the Links section.

Warranty

For repairs completed by **01/25/2025**, Peterbilt will pay for parts at dealer net plus applicable mark-up and labor:

- **0.3 hours** labor to inspect SCR serial number (includes access) per procedure. This Quick Claim only applies if the SCR serial number is NOT listed as "replace" on the attached chassis list. Use quick claim code **E292A**.
- **1.7 hours** labor to inspect SCR serial number, R&R SCR part number **2254597PE** and perform repair verification per procedure – use quick claim code **E292B**.
- **1.7 hours** labor to inspect SCR serial number, R&R SCR part number **2254599PE** and perform repair verification per procedure – use quick claim code **E292C**.
- **2.1 hours** labor to update software, inspect SCR serial number, R&R SCR part number **2254597PE** and perform repair verification per procedure. This Quick Claim only applies if the software was not already up to date. Use quick claim code **E292D**.
- **2.1 hours** labor to update software, inspect SCR serial number, R&R SCR part number **2254599PE** and perform repair verification per

procedure. This Quick Claim only applies if the software was not already up to date . Use quick claim code **E292E**.

- When using QC E292B, E292C, E292D or E292E, include the SCR Serial Number with the claim.
- For extraordinary circumstances please use code **E292**, add from "Recommended Repairs", and then select the gear icon to edit Parts/Labor/Misc.
- File the claim within 7 days in accordance with the warranty policy.

Take-Off Parts Disposition: Ship take-off SCR ONLY to supplier per ship code

| PRWS CLAIM CODING | | | |
|--------------------------------|-------------|-----------------------------|---|
| Campaign Code: | E292 | Campaign Type: | Field Repair |
| Claim Category: | Engine | Repair Type: | Proactive |
| Customer Concern Code: | 173 | Causal Code: | 62 |
| Corrective Action Code: | 03 | Responsibility Code: | SUPPLIER |
| Failure Location: | 043-006-012 | Causal Part: | 2011939PE |
| Supplier Code: | 86837 | SRT Code: | B43-075 0.3 hours E292 - Inspect SCR serial number per procedure. B23-05A 1.7 hours E292 - Includes all steps in bulletin to |

| | | | |
|--|--|--|--|
| | | | replace SCR, check for leaks, and DAVIE4 test. B23-05B 0.4 hours E292 – Run PVP and program truck in conjunction with E292. |
|--|--|--|--|

Parts

Parts are available from PACCAR Parts.

| Quantity | Part Number | Description |
|----------|-------------|--------------------------|
| 1* | 2254599PE | SCR (Outlet Module) |
| 1* | 2254597PE | SCR (Outlet Module) |
| 1* | 2188190PE | Exhaust Gasket |
| 1* | 50AS | (EW018) Clamp-Exhaust |
| 1* | 2011939PE | V-Band Clamp (For SCR) |
| 2* | 2134568PE | Cable Tie |

*As Needed

The following parts must be sourced locally.

| Quantity | Part Number | Description |
|----------|-------------|--------------|
| 1* | Source | Loctite 8007 |

| | | |
|--|---------|--------------|
| | Locally | (Anti-Seize) |
|--|---------|--------------|

*As Needed

Background

Certain SCR catalyst assemblies were contaminated with platinum during manufacturing. Inspect affected chassis aftertreatment systems for listed serial

numbers. Contaminated SCR Catalyst Assemblies will be replaced.

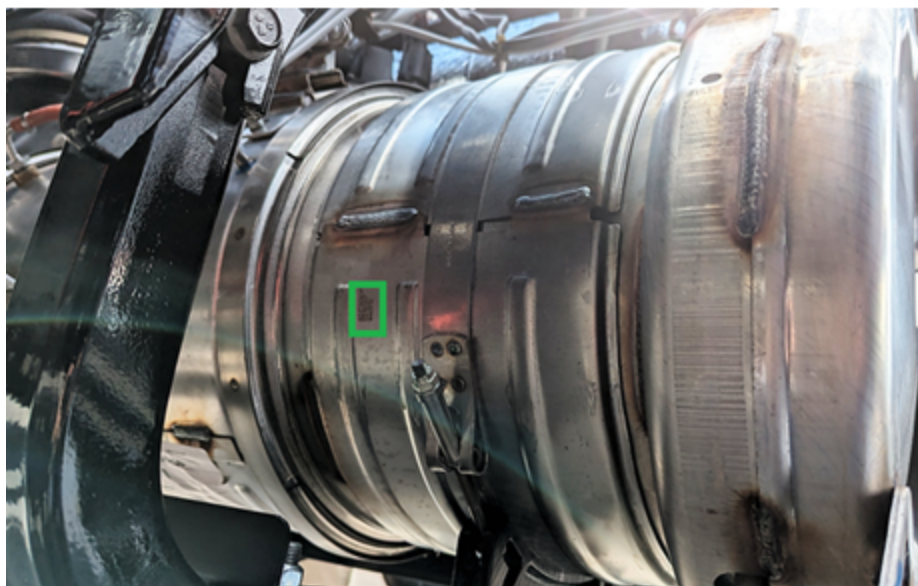
Procedure

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

| Aftertreatment Number | SCR Part Number (Outlet Module) |
|-----------------------|---------------------------------|
| A063C537 | 2254597 |
| A063C538 | 2254599 |
| A063C540 | 2254599 |

1. Inspect the serial number on the Selective Catalytic Reduction (SCR) module.

- Aftertreatment systems shown in the table above must be inspected. Verify the SCR catalyst serial number with the attached SN list.
- **Please Note:**
 - The serial numbers on the attached chassis list are for the entire aftertreatment assembly and begin with the number 6.
 - However, the serial number on the SCR will begin with the number 4 but is otherwise identical.
 - **Example:** For serial number 6D011217270, the SCR serial number you are looking for is 4D011217270.



2. If the serial number is on the attached SN list, replace the SCR catalyst assembly using the **E292 Repair Procedures** document in the Links section.

3. If the serial number is not on the attached SN list, **DO NOT** replace the SCR catalyst.

- The repair is complete at this point.

Attachments

[E292 Repair Procedure](#)

[E292 Chassis List](#)

[E292 SCR Serial Number List](#)

[E292 US and Canada English Customer Letter](#)

[E292 Canada French Customer Letter](#)

September 29, 2023

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: E292 Selective Catalytic Reduction Contamination – EPA21 MX Engine
EXPIRATION DATE: 01/25/2025

Dear Peterbilt Customer,

Peterbilt has determined that certain model 389, 567, and 579 chassis built from 11/11/2020 through 6/07/2021 with a PACCAR MX EPA21 engine may have a contaminated Selective Catalytic Reduction (SCR) canister.

| | |
|---------------------------------------|---|
| What is Peterbilt improving? | Peterbilt will inspect, and if necessary, replace the SCR canister. |
| What will this improvement do? | This will improve the functionality of the aftertreatment system. |
| 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 or scan the QR code. When contacting your Peterbilt dealer, refer to campaign E292 and the VIN(s) listed in this letter. The work for this improvement will take approximately 2 hours of labor depending on vehicle configuration and dealer scheduling. There will be no charge to you if completed within standard warranty or by 01/25/2025, whichever is later.

If you require further information about this campaign or experience any difficulty in making arrangements for this repair, please contact the Peterbilt Customer Experience Department at PB.Tech.Pubs.Dept@paccar.com

If you no longer own this vehicle, we would appreciate your advising us of the new owner. Please send all known ownership and address changes to PBDiv.Warranty.Docs@paccar.com.

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.



Le 29 septembre 2023

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 E292 : Contamination de la réduction catalytique sélective – Moteur MX EPA21
DATE D'EXPIRATION : 25/01/2025

Cher client Peterbilt,

Peterbilt a constaté qu'il est possible que sur certains châssis de modèles 389, 567 et 579, construits entre le 11/11/2020 et le 07/06/2021 et équipés d'un moteur MX EPA21 de PACCAR, la cartouche de réduction catalytique sélective (SCR) soit contaminée.

| | |
|---|---|
| Qu'est-ce que Peterbilt améliore ? | Peterbilt inspectera et, au besoin, remplacera la cartouche de réduction catalytique sélective (SCR). |
| Quel effet aura cette amélioration ? | Celle-ci améliorera la fonctionnalité du système de traitement secondaire. |
| 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 ou balayer le code à barres. Au moment de communiquer avec votre concessionnaire Peterbilt, vous référer à la campagne E292 ainsi qu'au(x) NIV(s) listé(s) à la présente. Le travail requis pour cette amélioration nécessitera environ 2 heures 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 25/01/2025, selon la date la plus éloignée.

Si vous avez besoin de plus d'information au sujet de cette campagne ou rencontrez des difficultés à obtenir un rendez-vous pour cette réparation, veuillez communiquer avec le département de l'expérience client de Peterbilt sur PB.Tech.Pubs.Dept@paccar.com.

Si ce véhicule ne vous appartient plus, nous apprécierions que vous nous fassiez part du nom du nouveau propriétaire. Veuillez faire parvenir toute information relative au nouveau propriétaire et son adresse à PBDiv.Warranty.Docs@paccar.com.

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 Ponsoby
Directrice de l'expérience client
Peterbilt Motors Company

Scan this QR code to open the
Peterbilt Dealer Locator.

