

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

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## Number

E292

## Description

EPA2021 PACCAR MX - Selective Catalytic Reduction (SCR) Contamination

## Subject

EPA2021 PACCAR MX - Selective Catalytic Reduction (SCR) Contamination

## Date

10/2/2023

## Condition

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

## Chassis Affected

80 (64 US and 16 CAN) Model Year 2022 and 2023 T680 NextGen, T680, T880, and W990 chassis manufactured from 01/19/2021 through 12/21/2021, with an EPA2021 compliant PACCAR MX-11 or MX-13 engine and equipped with an aftertreatment system shown on the attached chassis list.

## Action

### Campaign

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. In Service Management, select Campaign **E292** 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
3. 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.

4. Follow the procedures in the Procedures section to inspect the SCR Catalyst portion of the exhaust aftertreatment system.
5. If SCR Catalyst replacement is necessary, follow repair procedures in the Links section.

## Warranty

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

- **0.3 hours** labor to inspect the SCR serial number (includes access). 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**.
- **1.8 hours** labor to inspect the SCR serial number to determine if it is included on replace list and R&R the SCR and perform DAVIE4 test for chassis without fairings. Use Quick Claim Code **E292B**.
- **2.0 hours** labor to inspect the SCR serial number to determine if it is included on replace list and R&R the SCR and perform DAVIE4 test for chassis with fairings. Use Quick Claim Code **E292C**.
- The dealer must edit the Quick Claim to include SCR Catalyst Assembly serial number.
- Only one Quick Claim can be used for each chassis. E292A is for inspection only (refer to chassis list). All others include inspection and replacement.
- File an additional long form claim for any software updates or Aftertreatment fault code troubleshooting necessary after completing this bulletin.
- File an additional claim for extraordinary circumstances. A quick claim for standard labor must be filed first.
- File the claim within 14 days in accordance with Warranty Policy [CA009](#).

Kenworth dealers may perform E292 repairs on Peterbilt chassis, but Quick Claims do not apply. For Peterbilt

chassis repairs, use the long claim input form.

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:	CampSupp
Failure Location	043-006-012	Causal Part	2011939PE
Supplier Code	86837	SRT Code	<p><b>B23-19A</b> 0.3 hrs Inspect SCR serial number per procedure.</p> <p><b>B23-19B</b> 1.8 hrs E292 - Includes all steps in bulletin to replace SCR, check for leaks, and DAVIE4 test. - Chassis without Fairings</p> <p><b>B23-19C</b> 2.0 hrs E292 - Includes all steps in</p>

			bulletin to replace SCR, check for leaks, and DAVIE4 test. - Chassis with Fairings
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## Parts

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Parts are available from PACCAR Parts.

Quantity	Part Number	Description
1 (as needed)	2254599PE	SCR (Outlet Module)
1 (as needed)	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	Locally Sourced	Loctite 8007 or equivalent

## Background

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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

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

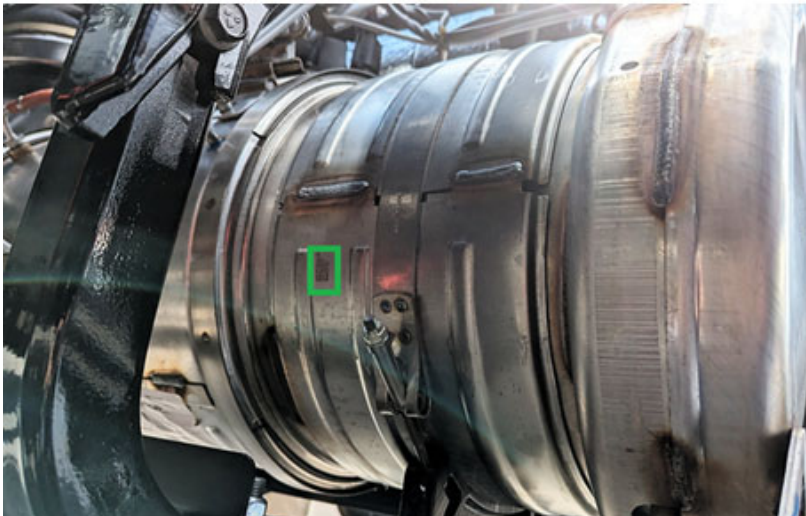
repaired and maintained.

Read all steps before beginning.

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

- Inspect the serial number on the Selective Catalytic Reduction (SCR) assembly.
  - Aftertreatment systems shown in the table above must be inspected. Verify the SCR catalyst serial number with the attached chassis list.

<b>i</b> NOTE
<ul style="list-style-type: none"> <li>◦ The aftertreatment numbers on the attached chassis list are for the entire aftertreatment assembly and begin with the number 6.</li> <li>◦ However, the serial number on the SCR will begin with the number 4 but is otherwise identical.</li> <li>◦ Example: For serial number 6D011217270, the SCR serial number you are looking for is 4D011217270.</li> </ul>



#### *SCR Module Serial Number location*

- If the aftertreatment number is on the attached chassis list, replace the SCR catalyst assembly using the

attached [repair procedures](#).

- Refer to RMI task "Replace Catalyst, SCR Unit (EAS) for more detail.

If the serial number is not on the attached chassis list, DO NOT replace the SCR catalyst. The repair is complete at this point.

## Links

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[Chassis List](#)

[Serial Number List](#)

[Customer Letter](#)

[Procedure](#)

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Authored by: JB3



A **PACCAR** COMPANY

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

Date TBD

[First VIN]  
Customer Name  
Address  
City, State Zip



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

Dear Kenworth Customer,

Your vehicle (listed within this letter) is eligible for a campaign to inspect and if needed, replace the Selective Catalytic Reduction (SCR) Assembly. Certain model T680 NextGen, T680, T880, and W990 vehicles equipped with EPA2021 compliant PACCAR MX-11 or MX-13 engines may have been built with a contaminated SCR catalyst assembly. Replacement is required to maintain the full functionality of the exhaust aftertreatment system.

**Please contact a Kenworth dealership** to schedule an appointment for this work. You can find your nearest Kenworth dealer Using the Dealer Locator at [www.Kenworth.com](http://www.Kenworth.com) or by scanning the QR code above.

**When contacting your selected Kenworth dealer**, refer to campaign **E292** and the VIN listed on this letter. The work will take approximately **2 hours**, depending on repair scope, vehicle configuration, and dealer scheduling. There will be no charge to you if completed by **01/25/2025**. We apologize for this inconvenience but ask for your cooperation to ensure your continued satisfaction with Kenworth products.

<b><i>The problem is...</i></b>	<b>Certain chassis with EPA2021 compliant PACCAR MX engines may have a contaminated SCR assembly</b>
<b><i>What your dealer will do...</i></b>	<b>Dealers will inspect and if needed, replace the affected SCR assembly</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. Please contact your Kenworth dealer for more information.

If you require further information about this campaign 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](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

If you no longer own this vehicle, we would appreciate your advising us of the new owner if you know their name.

Thank you,

Annick Hollingsworth  
Director of Service Platforms  
Kenworth Truck Company

VIN: [VIN List]