

E317: Fuel Additive for EPA21 PACCAR MX Engines

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E317

Description

Fuel Additive for EPA21 PACCAR MX Engines

Subject

Fuel Additive for EPA21 PACCAR MX Engines

Date

4/30/2024

Condition

Chassis that have received the E310 software update and return with a persistent MIL illuminated that is related to specific injector fault codes may be eligible to receive additional in-tank additive. Additive should be provided at no charge to the customer and dealers will file claims as specified below.


Chassis Affected

Any EPA2021 compliant, PACCAR MX powered chassis that has received the software update and in-tank additive from bulletin E310 and returns with MIL

illuminated and/or engine performance issues due to DTC's specified in the Procedure section.

Action

Fix-As-Fail

 NOTE
This additional additive is a ONE-TIME disbursement per chassis.

To be eligible for additional additive, all of the following MUST apply to the chassis:

1. Chassis must be equipped with an EPA2021 compliant PACCAR MX-series engine.
2. E310 software update [**NA-190 MY23/22/21B RC4/5/9 (Auto CLI)**] must have been completed.
 - Check SIR to verify E310 has been completed.
3. MIL light persists after 1 full tank of fuel used after E310 software update.

4. MIL light is illuminated ONLY due to one or more of the codes listed in the Procedure section, below.

- Check active DTCs to verify the reason for the MIL using DAVIE4 or Remote Diagnostics.

If all of the above conditions are met, supply the driver with 4 bottles of Power Service® Concentrated Diesel Flush for PACCAR Engines.

Follow dosing instructions on bottle or the [PACCAR Fuel Additive Calculator](#).

i NOTE

If MIL is not related to the DTCs listed in the Repair Procedure section, below, resolve other causal DTCs using established troubleshooting and repair paths.

If MIL is illuminated due to DTCs not listed in this bulletin, chassis is NOT ELIGIBLE for additional additive until all other causal DTCs have been resolved.

i NOTE

If the MIL persists after 1 full tank of fuel with additive used according to this bulletin, follow established troubleshooting steps in RMI

or applicable service documentation.

Additional disbursement of additive beyond the 4 bottles specified here is not covered by this bulletin.

Warranty

Through **12/31/2024**, Peterbilt will pay for additional, specified additive at dealer net plus applicable mark-up and labor on any EPA2021 compliant PACCAR MX series engine.

1. **0.3 hrs.** labor to connect DAVIE4, download a DAVIE4 session report (logfile) OR take a screenshot of the Remote Diagnostics Fault Code screen showing vehicle VIN. Attach the logfile or screenshot to the claim, and issue 4 bottles of additive. Use editable Quick Claim **E317**.
2. File the claim within 7 days in accordance with Warranty Policy.

3. For cross-division repairs, refer to Warranty Procedure Manual: Repair of Non-Peterbilt Vehicle with the PACCAR MX Engine.

Take-Off Parts Disposition: N/A


PRWS CLAIM CODING			
Campaign Code:	E317	Campaign Type:	Field Repair
Claim Category:	Engine	Repair Type:	Fix-As-Fail
Customer Concern Code:	010	Causal Code:	64
Corrective Action Code:	17	Responsibility Code:	CAMP
Failure Location:	044-004-001	Causal Part:	2394548PEX
Supplier Code:	N/A	SRT Code:	B24-15A 0.3 hrs Bulletin E317 Fuel Additive for EPA21 PACCAR MX Engines.

Parts

Authorized additive is available from PACCAR Parts.

i	NOTE

Only **Power Service®**
Concentrated Diesel Flush for
PACCAR Engines is authorized
 for use in PACCAR MX-series
 engines.

Quantity	Part Number	Description
4 bottles (64oz each)	3364-06	Power Service® Concentrated Diesel Flush for PACCAR Engines. 

Procedure

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

Ensure that DAVIE4 is up to date before connecting to a chassis for diagnostics or attempting to update any software.

1. Verify chassis is equipped with a PACCAR MX-11 or MX-13, EPA21 engine.
2. Review SIR and verify that E310 has been completed.
 - If E310 has not been completed, chassis is not eligible to receive additional in-tank additive.

3. Verify that 1 full tank of fuel was used after E310 software update, and that chassis currently has an active MIL.
4. Connect DAVIE4. Download and save a Session Report (Logfile) that shows the active DTCs **OR** take a screenshot of the Fault Log from Remote Diagnostics showing the vehicle VIN.
5. Check DTCs to verify the MIL is triggered by one or more of the following codes only:

- P3300 (Cylinder Misfire Detected)
- P0300 (Multiple Cylinders – Contribution Too Low or Misfire)
- P0301, P0302, P0303, P0304, P0305, P0306 (Cylinder Contribution Low)
- P1263, P1266, P1269, P1272, P1275, P1278 (Torque Contribution Too High)
- P0263, P0266, P0269, P0272, P0275, P0278 (Torque Contribution Low)
- P3231, P3232, P3233, P3234, P3235, P3236 (Injector Solenoid Valve - Used Up All Compensation)
- P3237, P3238, P3239, P323A, P323B, P323C (Injector Solenoid Valve - Used Up All Compensation)
- P3241, P3242, P3243, P3244, P3245, P3246 (Injector Solenoid Valve - Used Up All Compensation)
- P3247, P3248, P3249, P324A, P324B, P324C (Injector Solenoid Valve - Used Up All Compensation)
- P3251, P3252, P3253, P3254, P3255, P3256 (Injector Solenoid Valve - Used Up All Compensation)
- P3257, P3258, P3259, P325A, P325B, P325C (Injector Solenoid Valve - Used Up All Compensation)

6. Attach the DAVIE4 report **OR** a screenshot of the Remote Diagnostics screen (if used) to the claim.

7. Any other codes or symptoms must be resolved using established troubleshooting and repair paths.
8. Chassis that meet all criteria specified above can be given 4 bottles of additive specified in Parts section.
9. Advise driver to use additive according to the bottle label or according to the [PACCAR Fuel Additive Calculator](#).

Links

[PACCAR Fuel Additive Calculator](#)