

ESB E323: PACCAR MX EPA24 Phinia Fuel Injector Replacement

Number

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E323

Description

PACCAR MX EPA24 Phinia Fuel Injector Replacement

Subject

PACCAR MX EPA24 Phinia Fuel Injector Replacement

Supplier

Phinia

Date

11/4/2024

Condition

Affected EPA24 compliant PACCAR MX engines identified by PACCAR.

Certain chassis equipped with PACCAR MX-13, EPA24 engines equipped with fuel injectors that have an increased risk of tips fracturing and causing consequential engine damage.

Chassis Affected

697 (625 US and 72 CAN) Model Year 2025 T680/T880/W990 chassis built from 05/29/2024 to 09/26/2024 and equipped with EPA2024 compliant PACCAR MX-13 engines.

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. Confirm with the customer that your dealership will be the servicing location before ordering parts.
3. Ensure all parts have arrived before scheduling the customer for installation.
4. In Service Management, select Campaign **E323** 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
5. If you are not using Service Management to start repair orders, review SIR for "Complete" or "In Process" next to the **E323** campaign code prior to performing this repair.
6. Follow the appropriate attached procedures to replace 6 injectors.

Warranty

Warranty

For repairs completed by 12/01/2025, Kenworth will pay for parts at dealer net plus applicable mark-up and labor:

- **5.8 hours** to replace 6 injectors on **PACCAR MX-13 engines in T680 chassis**. Use *editable* Quick Claim code **E323A**.
- **5.4 hours** to replace 6 injectors on **PACCAR MX-13 engines in T880/W990 chassis**. Use *editable* Quick Claim code **E323B**.
- Dealers must edit Quick Claims to include injector PNs used. See Parts section for more information.
- 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 E323 repairs on Peterbilt chassis, but Quick Claims do not apply. For

Peterbilt chassis repairs, use the long claim input form.

Take off parts disposition: Destroy take-off parts 30 days after claim is paid.

PRWS CLAIM CODING			
Campaign Code:	E323	Campaign Type	Field Repair
Claim Category:	Engine	Repair Type	Proactive
Customer Concern Code	007	Causal Code	A1
Corrective Action Code	12	Responsibility Code:	CampSupp
Failure Location	044-014-001	Causal Part	2426856 (MX-13 Injector)
Supplier Code	77009	SRT Code	B24-52A 5.8 hrs Replace 6 injectors on MX-13 per bulletin procedure E323 (T680) B24-52B 5.4 hrs Replace 6 injectors on MX-13 per bulletin procedure E323 (T880/W990)

Parts

Parts are available from PACCAR Parts.

Parts Required - MX-13		
Quantity	Part Number	Description
6	2426856PEX	Injector, MX-13, EPA21/24 (Package of 1)
OR		
1	2434417PEX	INJECTOR, MX-13, EPA21/24 (Package of 6)
OR		
1	2461236PEX	INJECTOR, MX-13, EPA21/24 (Package of 6)
6	1313120PE	Flange Bolt, 10.9
1	2105834	Valve Cover Gasket
1	2105835	Valve train casing gasket
1	2272926	Fuel Filter Element Set (With O-Rings)
1	2138144	Gasket, Oil Fill Pipe
1	2253166	O-ring (Fuel Filtration Module mounting)
1	2253167PE	Sealing Ring (Fuel Filtration

Parts Required - MX-13		
Quantity	Part Number	Description
		Module mounting)
1	F37-1022-100	Dryer-Receiver with Dye
2	1858035	Usit Ring
As Needed	EC3501 (US) EC7501 (Canada)	Coolant
Partial Container Needed (Max 8oz)	D14858530	Refrigerant, R134a
As Needed	Source Locally	Cable Ties
Partial Container Needed	Source Locally	Electrical Contact Cleaner
Partial Container Needed	Source Locally	Loctite 242 Thread Locker or equivalent
Partial Container Needed (Max 2oz)	LM1020	Oil-PAG, 250cc (A/C oil, SP15)

Procedure

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

Read all steps before beginning.

Ensure that DAVIE4 is updated to the latest version before connecting to any vehicle for diagnostics or

software updates.

1. Order parts as shown in Parts section (above) for engine type.
 - Ensure all parts have arrived before beginning installation.
2. Replace all 6 injectors with new injectors.

Follow the attached procedures document for engine and chassis type.



NOTE

On warranty claim, use injector PNs *stamped on the injectors*.

Other PNs (from ECAT or RMI) may not be the actual installed injectors and could result in delayed or denied claims.

Links

[KW Chassis List](#)

[E323 KW Procedures – T680 MX-13](#)

[E323 KW Procedures – T880/W990 MX-13](#)

Authored by: JB3



Customer Service Department
Kenworth Truck Company
P.O. Box 1000
Kirkland, Washington 98083-1000
A PACCAR COMPANY

Subject: ESB E323: PACCAR MX EPA24 Phinia Fuel Injector Replacement

NEW ENGLAND KENWORTH - SOUTH PORTLAND
42 WALLACE AVE
SOUTH PORTLAND, ME 04106-6142



FIRST-CLASS MAIL
US POSTAGE
PAID
SEATTLE, WA
PERMIT NO. 2389

November 15, 2024

This notice applies to your vehicle: VIN: 1NKZXPTX0SJ159293

Subject: ESB E323: PACCAR MX EPA24 Phinia Fuel Injector Replacement
EXPIRATION DATE: NONE



Dear Kenworth Customer,

Kenworth is aware that certain Model Year 2025 T680/T880/W990/L770 chassis built from 05/09/2024 through 09/26/2024 with EPA2024 compliant PACCAR MX-11 or MX-13 engines are equipped with fuel injectors that have an increased risk of tips fracturing and causing consequential engine damage.

Please contact a Kenworth dealership to schedule an appointment for this work. If you have already had this work performed, please disregard this letter. You can find your nearest Kenworth dealer using the Dealer Locator on our website www.Kenworth.com or by scanning the QR code on this letter.

When contacting your selected Kenworth dealer, refer to campaign **ESB E323** and the VIN listed on this letter. The work will take approximately **6.0 hour/s**, depending on repair scope, vehicle configuration, and dealer scheduling. There will be no charge to you if completed by **12/01/2025**. We apologize for this inconvenience but ask for your cooperation to ensure your continued satisfaction with Kenworth products.

<i>The problem is...</i>	Affected chassis are equipped with fuel injectors that may have been manufactured incorrectly which can result in injector tip failure and engine damage
<i>What your dealer will do...</i>	Replace affected fuel injectors
<i>What you must do ...</i>	Contact your Kenworth Dealer to schedule an appointment for repair.

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 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, please email the last 8 digits of the VIN and the new owner's name and address to Kenworth.Campaigns@paccar.com so we can update our records

We regret any inconvenience that this work may cause you and appreciate your cooperation in this matter.

Thank you,

Kenworth Customer Service





Customer Service Department
Kenworth Truck Company
P.O. Box 1000
Kirkland, Washington 98083-1000
A **PACCAR** COMPANY

CONSTRUCTION GRL INC
1635 CROISSANT NEWMAN
DORVAL, QC H9P 2R6
CANADA

Subject: ESB E323: PACCAR MX EPA24 Phinia Fuel Injector Replacement



November 15, 2024

This notice applies to your vehicle: VIN: 1XKZDP0X2SJ999028

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

Subject: ESB E323: PACCAR MX EPA24 Phinia Fuel Injector Replacement
EXPIRATION DATE: NONE



Dear Kenworth Customer,

Kenworth is aware that certain Model Year 2025 T680/T880/W990/L770 chassis built from 05/09/2024 through 09/26/2024 with EPA2024 compliant PACCAR MX-11 or MX-13 engines are equipped with fuel injectors that have an increased risk of tips fracturing and causing consequential engine damage.

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Phone: 425-828-5888

If you no longer own this vehicle, please email the last 8 digits of the VIN and the new owner's name and address to Kenworth.Campaigns@paccar.com so we can update our records

We regret any inconvenience that this work may cause you and appreciate your cooperation in this matter.

Thank you,

Kenworth Customer Service



15 novembre 2024

Les NIV sont indiqués au verso de la présente: NIV: 1XKZDP0X2SJ999028

Objet :ESB E323 : Remplacement de l'injecteur de carburant Phinia sur MX EPA24 de PACCAR



Cher client Kenworth

Chez Kenworth, nous sommes conscients que certains châssis de modèles T680/T880/W990/L770 de l'année 2025, construits entre le 09/05/2024 et le 26/09/2024, avec des moteurs MX-11 et MX-13 de PACCAR conformes à la norme EPA2024 sont équipés d'injecteurs de carburant qui présentent un risque accru de fracture des extrémités et d'endommagement consécutif du moteur.

Veuillez communiquer avec un concessionnaire Kenworth afin de prendre rendez-vous pour ce travail. Si vous avez déjà fait effectuer ce travail, veuillez ignorer la présente. Vous pouvez trouver votre concessionnaire Kenworth le plus près en consultant le localisateur de concessionnaires sur notre site Web www.Kenworth.com ou en balayant le code à barres contenu à la présente.

Au moment de communiquer avec le concessionnaire Kenworth de votre choix, vous référer à la campagne **ESB E323**, ainsi qu'au NIV listé à la présente. Le travail nécessitera environ **6.0 heures** selon l'étendue de la réparation, la configuration du véhicule et la disponibilité de concessionnaire et sera effectué sans frais s'il est complété avant le **01/12/2025**. Nous nous excusons pour cet inconvénient mais sollicitons votre collaboration afin d'assurer votre satisfaction continue envers les produits Kenworth.

<i>Le problème...</i>	Les châssis concernés sont équipés d'injecteurs de carburant qui ont peut-être été incorrectement fabriqués, ce qui peut entraîner une défaillance de l'embout de l'injecteur et des dommages au moteur.
<i>Ce que fera votre concessionnaire...</i>	Remplacera tous les 6 injecteurs de carburant par de nouveaux.
<i>Ce que vous devez faire ...</i>	Communiquer avec votre concessionnaire Kenworth afin de prendre rendez-vous pour la réparation.

Si vous avez déjà fait effectuer cette réparation avant la réception de la présente, vous pourriez être admissible à un remboursement de vos frais pour avoir remédié sans préavis au problème associé à cette campagne. Veuillez communiquer avec votre concessionnaire Kenworth pour davantage d'informations.

Si vous avez besoin de plus d'information au sujet de cette campagne ou rencontrez des difficultés à prendre rendez-vous pour cette réparation, veuillez communiquer avec le Service à la clientèle de Kenworth en fournissant votre nom, la ville et la province de votre concessionnaire, votre numéro de téléphone, votre adresse courriel (optionnelle), les 8 derniers chiffres de votre NIV, le numéro de bulletin ainsi que votre question, selon l'une des façons suivantes :

Courriel : Kenworth.Campaigns@paccar.com avec le numéro de bulletin en ligne objet
ou
Poste : Kenworth Truck Company, P.O. Box 1000, Kirkland, WA 98083-1000, à l'attention du département du service à la clientèle
ou
Téléphone: 425-828-5888.

Si ce véhicule ne vous appartient plus, veuillez courrieller les 8 dernier chiffres du NIV ainsi que le nom et l'adresse du nouveau propriétaire à Kenworth.Campaigns@paccar.com, de façon que nous puissions mettre nos dossiers à jour.

Nous regrettons tout inconvénient causé par ce travail et apprécions votre collaboration en de telles circonstances.

Merci,

Le Service à la clientèle de Kenworth

