E311: PACCAR MX-13 EPA 2017 Prognostic Repair - Camshaft

Edit Clone

Number

E311

Description

PACCAR MX-13 EPA 2017 Prognostic Repair - Camshaft

Subject

PACCAR MX-13 EPA 2017 Prognostic Repair - Camshaft

Date

4/5/2024

Revision

05/18/2026: The Warranty section has been updated to include Peterbilt-specific SRT codes for filing cross-division repairs.

08/18/2025: Condition, Chassis Affected, and Warranty sections updated with the following verbiage “E311 must be flagged and open in Service Information Record (SIR) at the time of RO open date to qualify.” Also, “Through Standard Warranty or any applicable active Extended Warranty” verbiage was removed from Warranty section.

02/24/2025: Chassis list updated.

11/18/2024: Take off parts disposition has been changed from "Ship take-off parts to PACCAR Technical Center" to "Destroy take-off parts 30 days after claim is paid".

05/10/2024: SRT codes B24-08C/D/E/F/G/H added to the “Warranty” section table. “Procedure” section now includes oil filter inspection process. For information, webcast link "PACCAR Powertrain Prognostics Webcast" has been added to the “Procedure” section.

05/07/2024: Chassis list updated.

Condition

E311 must be flagged and open in Service Information Record (SIR) at the time of RO open date to qualify.

PACCAR will proactively contact the customers with the chassis identified in this campaign and coordinate with dealers to schedule the repair based on part and dealer availability. If a truck is in your

shop and it is flagged in SIR, please proceed with this repair. We also welcome dealers to proactively contact customers based on the list updated regularly in SIR.

Chassis Affected

Chassis equipped with PACCAR EPA2017 MX-13 EMY2017-2021 identified through the use of prognostics.

E311 must be flagged and open in Service Information Record (SIR) at the time of RO open date to qualify.

Action

Campaign

The chassis list will be updated periodically based on prognostics data. PACCAR will identify chassis, contact customer, and load chassis to PRWS and SIR.

1. In Service Management, select Campaign **E311** 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.

2. If you are not using Service Management to start repair orders, review SIR for “Complete” or "In Process" next to the **E311** campaign code prior to performing this repair.

3. Follow the procedures in RMI to replace the camshaft and inspect for progressive damage as necessary.

Warranty

The chassis list will be updated periodically based on prognostics data. PACCAR will identify chassis, contact customer, and load chassis to PRWS and SIR.

E311 must be flagged and open in Service Information Record (SIR) at the time of RO open date to qualify.

Kenworth will pay for parts at dealer net plus applicable mark-up and labor:

Recommended Repair Codes listed below are editable. After selecting, click the gear icon to add Parts/Labor/Misc.

- For EMY2017-2021 PACCAR MX-13 engines in chassis built prior to 4/19/2019, select editable Recommended Repair Code **E311A.**

- For EMY2019-2021 PACCAR MX-13 engines in chassis built on or after 4/20/2019, select editable Recommended Repair Code **E311B.**

- Kenworth dealers may perform E311 repairs on Peterbilt chassis, but Recommended Repair Codes do not apply. For Peterbilt chassis repairs, use the long form claim.

- If filing a claim for cross-division repairs, be sure to select the Peterbilt-specific SRT codes shown in the PRWS Claim Coding table below.
- File an additional claim for extraordinary circumstances. A recommended repair for standard labor must be filed first.

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

PRWS CLAIM CODING				
Campaign Code:	E311	**Campaign Type:**	Field Repair	
Claim Category:	Engine	**Repair Type:**	Proactive	
Customer Concern Code:	169	**Causal Code:**	44	
Corrective Action Code:	03	**Responsibility Code:**	CAMP	
Failure Location:	045-008-098	**Causal Part:**	2245295	
Supplier	N/A	**SRT Code:**	**Peterbilt SRT Codes** **B24-10A 25.5 hours** Bulletin E311 Prognostic Repair - 579 Camshaft R&R (Includes battery disconnect and bumper removal).	**Kenworth SRT Codes** **B24-08C 25.5 hours** T680 chassis Camshaft R&R (Includes battery disconnect, bumper removal and oil filter inspection).
			B24-10B 25.4 hours Bulletin E311 Prognostic Repair - Non-579	**B24-08D 25.4 hours** For Non-T680 chassis Camshaft R&R

				Camshaft R&R (Includes battery disconnect)	(Includes battery disconnect and Oil filter ~~inspection).~~
				B24-10C 2.3 hours Valve train noise, excessive valve lash, and/or excessive wear metals in oil pan or oil filter. Per RMI steps. **Full diagnostic tree.**	**B24-08E 27.6 hours** For T680 chassis Camshaft R&R (Includes battery disconnect, bumper removal and Valve train noise, excessive valve lash diagnostic tree). **B24-08F 27.5 hours** For Non-T680 chassis Camshaft R&R (Includes battery disconnect and Valve train noise, excessive valve lash diagnostic tree). **B24-08G 2.6 hours** For T680 chassis Camshaft R&R (Includes battery disconnect, bumper

				removal and Valve train noise, excessive valve lash diagnostic tree). **B24-08H 2.5 hours** For Non-T680 chassis Camshaft R&R (Includes battery disconnect and Valve train noise, excessive valve lash diagnostic tree).

Parts

Parts are available from PACCAR Parts.

The parts list below is not exhaustive. Please refer to RMI to determine if additional parts are required.

Quantity	Part Number	Description
1	2342017PE	Camshaft Replacement Kit, MX-13, EPA17
1	2111441PE	Oil Pan Gasket, MX-13, EPA17
1	2245295PE	Camshaft, MX-13, EPA17

Procedure

WARNING!

Repair or maintenance procedures may pose a safety risk in limited circumstances. You must read all procedure steps before performing any work and follow all dealership safety procedures or precautions. Failure to comply may result in death, personal injury, equipment damage, or property damage.

Information:

An overview on the power, process, and implementation of prognostics on MX Engines can be found on our Kenworth Dealer Training website. Click on this link and log in to be directed to the PACCAR Powertrain Prognostics Webcast.

Procedure:

1. On PACCAR.net, open RMI and enter the VIN to get chassis specific repair instructions.
2. Search for diagnostic procedure: ”Valve train noise, excessive valve lash, and/or excessive wear metals in oil pan or oil filter.”
3. Perform step one of procedure - remove and inspect the oil filter for metal debris to determine if the camshaft has experienced significant wear:
    a. Remove oil filter.
    b. Use a box knife to cut filter media from filter housing.
    c. Fold filter media so pleats are stacked on top of each other.
    d. Place folded filter media into a vice and squeeze out excess oil.
    e. Spread out filter media onto a clean work surface and inspect for metal debris.
        i. **If no metal debris is found**, replace camshaft per RMI procedures (in RMI search “Replace including tappets camshaft, engine (Basic assembly).”
        ii. **If metal debris is found**, complete the remaining steps in the ”Valve train noise, excessive valve lash, and/or excessive wear metals in oil pan or oil filter” diagnostic procedure.

Links

E311: PACCAR MX-13 EPA 2017 Prognostic Repair - Camshaft - Chassis List

PACCAR Powertrain Prognostics Webcast.

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PACCAR MX-13 EPA 2017 Prognostic Repair - Camshaft

Date

4/5/2024

Revision

05/18/2026: The Warranty section has been updated to include Kenworth-specific SRT codes for filing cross-division repairs.

08/18/2025: Condition, Chassis Affected, and Warranty sections updated with the following verbiage “E311 must be flagged and open in Service Information Record (SIR) at the time of RO open date to qualify.” Also, “Through Standard Warranty or any applicable active Extended Warranty” verbiage was removed from Warranty section.

02/26/2025: 5 new VINs added to chassis list. Total chassis population 836.

02/21/2025: 623 new VINs added to chassis list. Total chassis population 831.

11/13/2024: Changed take off parts disposition to Destroy takeoff parts 30 days after claim is paid. Parts return is no longer necessary.

08/28/2024: 87 new VINs added to chassis list. Total chassis population 208.

06/04/2024: PACCAR Prognostics Repair video link removed.

05/25/2024: Link to video explaining PACCAR Prognostics Repairs added.

05/10/2024: Diagnostic flow path added to the bulletin: Direction to follow "Valve train noise, excessive valve lash, and/or excessive wear metals in oil pan or oil filter." SRT codes B24-10A, B24-10B, and B24-10C included to replace previous SRT codes.

Condition

E311 must be flagged and open in Service Information Record (SIR) at the time of RO open date to qualify.

PACCAR will proactively contact the customers with the chassis identified in this campaign and

coordinate with dealers to schedule the repair based on part and dealer availability. If a truck is in your shop and it is flagged in SIR, please proceed with this repair. We also welcome dealers to proactively contact customers based on the list updated regularly in SIR.

Chassis equipped with PACCAR MX-13 EMY17-20 engines built prior to 04/20/2019 or MX-13 EMY19-21 built on or after 04/20/2019 will be identified through the use of the connected truck prognostic program. Only trucks with an active standard warranty or active, applicable extended warranty will be included in this campaign.

Chassis Affected

Chassis equipped with PACCAR MX-13 EMY17-20 engines built prior to 04/20/2019 or MX-13 EMY19-21 built on or after 04/20/2019 will be identified through the use of the connected truck prognostic program. Only trucks with an active standard warranty or active, applicable extended warranty will be included in this campaign.

E311 must be flagged and open in Service Information Record (SIR) at the time of RO open date to qualify.

Action

Campaign

1. Service all chassis affected that enter your dealership, even if the customer has no issue with the chassis. This campaign can be performed at any time convenient for the customer (for example:

during next scheduled maintenance interval).

2. The chassis list will be updated as new chassis are identified. Review SIR for “Complete” next to the **E311** campaign code prior to performing this repair.

3. Follow the procedures in RMI to replace the camshaft and inspect for progressive damage as necessary.

Warranty

The chassis list will be updated periodically based on prognostic data. PACCAR will identify chassis, contact customers, and load chassis to PRWS and SIR.

E311 must be flagged and open in Service Information Record (SIR) at the time of RO open date to qualify.

Peterbilt will pay for parts at dealer net plus applicable mark-up and labor.

Recommended Repair Codes listed below are editable. After selecting, click the gear icon to add Parts/Labor/Misc.

- MX-13 EMY17-20 built prior to 04/20/2019, select Recommend Repair Code **E311A**.
- MX-13 EMY19-21 built on or after 04/20/2019, select Recommended Repair Code **E311B**.
- Peterbilt dealers may perform E311 repairs on Kenworth chassis, but Recommended Repair Codes do not apply. For Kenworth chassis repairs, use the long form claim.
- If filing a claim for cross-division repairs, be sure to select the Kenworth-specific SRT codes shown in the PRWS Claim Coding table below.
- File an additional claim for extraordinary circumstances. A recommended repair for standard labor

must be filed first.

Take-Off Parts Disposition: Destroy take-off parts 30 days after claim is paid.

PRWS CLAIM CODING				
Campaign Code:	E311	**Campaign Type:**	Field Repair	
Claim Category:	Engine	**Repair Type:**	Proactive	
Customer Concern Code:	169	**Causal Code:**	44	
Corrective Action Code:	03	**Responsibility Code:**	CAMP	
Failure Location:	045-008-098	**Causal Part:**	2245295	
Supplier	N/A	**SRT Code:**	**Peterbilt SRT Codes** **B24-10A 25.5 hours** Bulletin E311 Prognostic Repair - 579 Camshaft R&R (Includes battery disconnect and bumper removal).	**Kenworth SRT Codes** **B24-08C 25.5 hours** T680 chassis Camshaft R&R (Includes battery disconnect, bumper removal and oil filter inspection).
			B24-10B 25.4 hours Bulletin E311 Prognostic Repair - Non-579 Camshaft R&R (Includes battery disconnect)	**B24-08D 25.4 hours** For Non-T680 chassis Camshaft R&R (Includes battery disconnect and Oil

				B24-10C 2.3 hours Valve train noise, excessive valve lash, and/or excessive wear metals in oil pan or oil filter. Per RMI steps. **Full diagnostic tree.**	filter inspection). **B24-08E 27.6 hours** For T680 chassis Camshaft R&R (Includes battery disconnect, bumper removal and Valve train noise, excessive valve lash diagnostic tree). **B24-08F 27.5 hours** For Non-T680 chassis Camshaft R&R (Includes battery disconnect and Valve train noise, excessive valve lash diagnostic tree). **B24-08G 2.6 hours** For T680 chassis Camshaft R&R (Includes battery disconnect, bumper removal and Valve train noise, excessive valve lash

				diagnostic tree). **B24-08H 2.5 hours** For Non-T680 chassis Camshaft R&R (Includes battery disconnect and Valve train noise, excessive valve lash diagnostic tree).

Parts

Parts are available from PACCAR Parts.

Parts list below is not exhaustive. Please refer to RMI to determine if additional parts are required.

Part Number	Part Description	Quantity
2342017PE	Camshaft Replacement Kit, MX-13, EPA17	1
2111441PE	Oil Pan Gasket, MX-13, EPA17	1
2245295PE	Camshaft, MX-13, EPA17	1

Procedure

WARNING!

Repair or maintenance procedures may pose a safety risk in limited circumstances. You must read all procedure steps before performing any work and follow all dealership safety procedures or precautions. Failure to comply may result in death, personal injury, equipment damage, or property damage.

1. Open RMI and enter the VIN to get chassis specific repair instructions.
2. Search for diagnostic procedure: "*Valve train noise, excessive valve lash, and/or excessive wear metals in oil pan or oil filter*."
3. Perform step one of procedure - remove and inspect the oil filter for metal debris to determine if the camshaft has experienced significant wear:
    - Remove oil filter.
    - Use a box knife to cut filter media from filter housing.
    - Fold filter media so pleats are stacked on top of each other.
    - Place folded filter media into a vice and squeeze out excess oil - use a rag to catch oil.
    - Spread out filter media onto a clean work surface and inspect for metal debris.
        - **If no metal debris is found**, proceed to step 4 below, and replace camshaft.
        - **If metal debris is found**, complete the remaining steps in the "*Valve train noise, excessive valve lash, and/or excessive wear metals in oil pan or oil filter*" diagnostic procedure.
4. In RMI, search: "*Replace including tappets camshaft, engine (Basic assembly)*."
5. Follow replacement procedure in RMI.

Links

E311: PACCAR MX-13 EPA 2017 Prognostic Repair - Camshaft - Chassis List