



## Service Bulletin

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**20-16**

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### Section

01- HVAC

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### Description

Model 579/567 HVAC Panel and Temperature Mode Doors Not Functioning Properly

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### Release Date

9/12/2017

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### Revision History

09/11/2017 - Updated with new quick claim 20-16A information for F31-1170.

07/07/2017 - Updated with F31-1170 module and different parts for F31-1170

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### Introduction

#### Fix-As-Fail

Peterbilt has determined that the HVAC panel and temperature mode doors are failing on certain Models 579/567 built between 01/20/2012 and 09/26/2016. When a temperature door fails, the operator may experience no change in temperature. When a panel door fails, HVAC air flow may not distribute properly.

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### Resolution

Service any unit built with HVAC Modules F31-1170, F31-1243, F31-1248, F31-1250, F31-1259 that enters your dealership with either condition stated above by replacing both HVAC panel and temperature mode doors with new parts.

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### Warranty

Through Standard Warranty, Peterbilt will pay for parts at dealer net plus applicable mark-up and labor:

- 4.0 hours labor to R&R the HVAC panel and temperature mode doors. (Use Quick Claim Code 20-16) for

Modules F31-1243, F31-1248, F31-1250, and F31-1259.

- 4.0 hours labor to R&R the HVAC panel and temperature mode doors. (Use Quick Claim Code 20-16) for Module F31-1170
- File an additional claim for extraordinary circumstances. A quick claim for standard labor must be filed first.

For Field...	Enter...
Failure Location	001-001-170
Failure Type	115
Claim Type	N
SRT 001-431	4.0 hours labor to R&R Mode Doors

## Parts

Parts are available from PACCAR Parts.

Parts are available from PACCAR Parts for F31-1243, F31-1248, F31-1250, and F31-1259 (use quick claim 20-16).

Quantity	Part Number	Description
1	F31-1259-06	Panel Door
1	F31-1259-07	Temperature Door

Parts are available from PACCAR Parts for F31-1170 (use 20-16A).

Quantity	Part Number	Description
1	F31-1170-06	Panel Door
1	F31-1170-07	Temperature Door

Take Off Parts Disposition - Return parts to:

MAHLE BEHR TROY  
 ATTN: MARK WIDAK  
 2700 DALEY DRIVE  
 TROY, MI ZIP: 48083  
 PETERBILT WARRANTY RETURN MDL 579

## Labor

Peterbilt will pay for 4.0 hours labor for the R&R of the HVAC panel and temperature mode doors

## Procedure

**20-16 Procedure** to change both panel and temperature doors on vehicles built after June21, 2015 with any of these HVAC module part numbers listed below:

- F31-1170 (quick claim 20-16A)
- F31-1243 (quick claim 20-16)
- F31-1248 (quick claim 20-16)
- F31-1250 (quick claim 20-16)
- F31-1259 (quick claim 20-16)

Below is a photo of the damaged and undamaged splines.



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