

Service Bulletin

20-16

Section

01- HVAC

Description

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

Release Date

9/12/2017

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

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.

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.

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

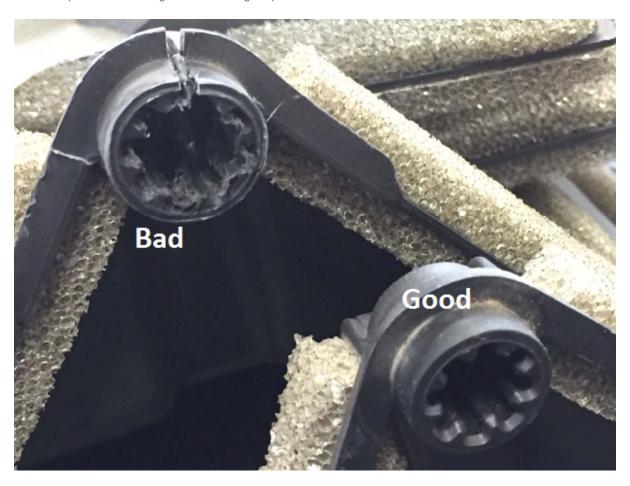
Peterbilt will pay for 4.0 hours labor for the R&R of the HVAC panel and temperature mode doors

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.



Access to PACCAR's Enterprise Portal is provided as a benefit of doing business with PACCAR. All applications and content accessed through this system are confidential and proprietary and the property of PACCAR Inc and its suppliers, and must be kept strictly confidential pursuant to the contract licensing such access. Disclosure, publication, release or distribution of any material found on PACCAR systems to any person other than employees with a need to know such information is strictly prohibited. All activity on this system is monitored. If PACCAR suspects or discovers any unauthorized activity, access may be immediately terminated without prior notification. Violators may be subject to legal action.

© Copyright 2017 PACCAR Inc. All rights reserved. We welcome your feedback on this page. For technical questions or concerns about this page, please contact the **DealerNet Webmaster**.