



A **PACCAR** COMPANY

Kenworth Truck Company  
Customer Service Department  
PO Box 1000  
Kirkland, Washington 98083-1000  
(425) 828-5000

Date TBD

[First VIN]

Customer Name

Address

City, State Zip

Subject: TIB 63-008 OBD Modem is Unable to Connect to Telematics Systems

Dear Kenworth Customer,

Your vehicle (listed within this letter) has an On Board Diagnostic (OBD) system modem that may not communicate to Telematics Systems. The modem must be replaced to correct the modem communication to Telematics Systems.

<b>The problem is...</b>	OBD modem not communicating to Telematics Systems
<b>Correction...</b>	Remove and replace the modem
<b>What you must do ...</b>	Contact your dealer immediately to schedule an appointment

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 at Dealer Locator on the website [www.Kenworth.com](http://www.Kenworth.com).

When contacting your selected Kenworth dealer, refer to campaign TIB **63-008** and the VIN listed on this letter. The work will take approximately **1.0 hour**, depending on vehicle configuration and dealer scheduling. There will be no charge to you if completed within Standard Warranty (excludes Extended Warranty) or for upgrades completed by **04/01/2019**, whichever is greater. We apologize for this inconvenience but ask for your cooperation to ensure your continued satisfaction with Kenworth products.

If you require further information about this campaign, reimbursement of a pre-notification remedy associated with this campaign or experience any difficulty in making arrangements for this repair, please contact:

Email: [Kenworth.Customer.Service@paccar.com](mailto:Kenworth.Customer.Service@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: 425-828-5000.

If you no longer own this vehicle, we would appreciate your advising us of the new owner if you know their name.

Thank you,

Shondip Chakravarty  
Director of Customer Service  
Kenworth Truck Company

VIN: [VIN List]



## Technical Information Bulletin

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**63-008**



### Section

Satellite Systems - 63

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### Subject

OBD Modem is Unable to Connect to Telematics Systems

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### Release Date

3/26/2018

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### Condition

OBD (On Board Diagnostics) modem fails to communicate to telematics systems.

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### Chassis Affected

156 Trucks (70 U.S. and 86 Canada) T600/T660, T680, T800, T880, and W900 vehicles built from 02/19/2015 through 09/09/2016.

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### 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. If you are not using Service Management to start repair orders, review the DWWC or SIR for "Complete" next to the "63008" campaign code prior to performing this repair.
3. Follow the procedures below to replace the TruckTech+ PMG modem.

This campaign can be performed at any time convenient for the customer (for example: during next scheduled maintenance interval).

## Warranty

Through Standard Warranty (excludes Extended Warranty) or for repairs completed by 04/01/2019, whichever is greater, Kenworth will pay for parts at dealer net plus applicable mark-up and labor:

- 0.3 hours labor to replace the OBD Modem. File Quick Claim 63-008.
- File a long claim for extraordinary circumstances (which must be explained).

### All warranty claims must include:

- the Incident Number 180201-000194
- the RMA number

**Take-Off Parts Disposition:** Return PMG OBD modems to PanaPacific:

- Contact PanaPacific @ 800-848-6560
- PanaPacific will provide an RMA number
- Send the original PMG back to PanaPacific including the RMA number

**All parts must be returned to PanaPacific. Contact PanaPacific customer service for shipping label and RMA number to return parts. See the [PanaPacific Warranty](#) bulletin for the RMA form and for PanaPacific Customer Service contact information.**

CLAIM CODING			
Failure Location:	002-006-009	Work Accomplished:	35
Failure Type:	700	Responsibility Code:	05/EDI
SRT Code:	051-999	Claim Type:	C
Vendor Code	63-008		

## Parts

Parts are available at PACCAR Parts through PanaPacific DSP.

Quantity	Part Number	Description
1	PP807040	Module Assembly, PMG w/Wi-Fi Antenna

## Procedure



2.1M Cab

 [1.9M Cab](#)

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## **Attachments**

 [Chassis List](#) [Customer Letter](#)

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Authored by: OF

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