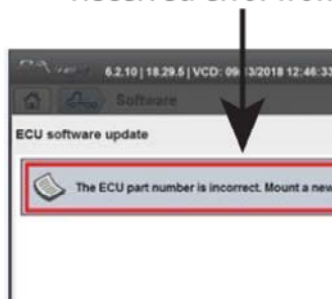




Technical Information Bulletin

34-070

Received error from



Section

34 – Wiring and Lighting

Subject

DAVIE4 Unable to Update VECU Software

Release Date

10/10/2018

Condition

The DAVIE4 service tool is unable to support software updates on VECUs with the PACCAR no: Q21-1126-500-500 when the last two digits of the ECU Hardware number are replaced with "X X" (see procedure section below). The DAVIE tool will demonstrate an error and will not allow programming DAVIE4 Service Tester 18.29.5

Chassis Affected

171 chassis (all U.S. and no Canada) T680 and W990 vehicles built from 09/04/2018 through 09/14/2018 with a VECU.

Action

FIX-AS-FAIL

If a customer comes into your dealership and demonstrates the condition above, and the VECU software requires an update to fix an issue, follow the procedure below to obtain an interim DAVIE software patch.

Warranty

Through standard warranty or for repairs completed by 10/31/2018 or whenever the new software is available, whichever is greater, Kenworth will pay for labor.

- 0.5 hours labor to reflash the VECU software using DAVIE4 and install an interim patch. File a long form claim.

CLAIM CODING			
Failure Location:	003-001-082	Work Accomplished:	58
Failure Type:	363	Responsibility Code:	01
SRT Code:	003-988 0.5 hours to reflash and receive patch from VSC.	Claim Type:	N


Procedure

DAVIE4 field release 18.41 will be available in week 43 (10/19/2018) to fix this issue. Before Week 43 (10/19/2018), contact the Vehicle Support Center for an interim patch that will correct the part numbers in the VECU.

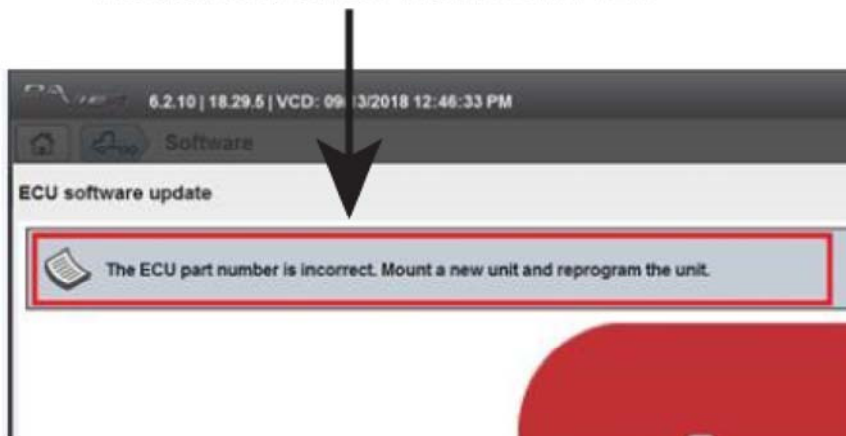
This procedure applies to VECU part numbers Q21-1126-500-500 **ONLY**.

DAVIE4 cannot perform the verification check and will not allow any further programming due to incorrect programming.

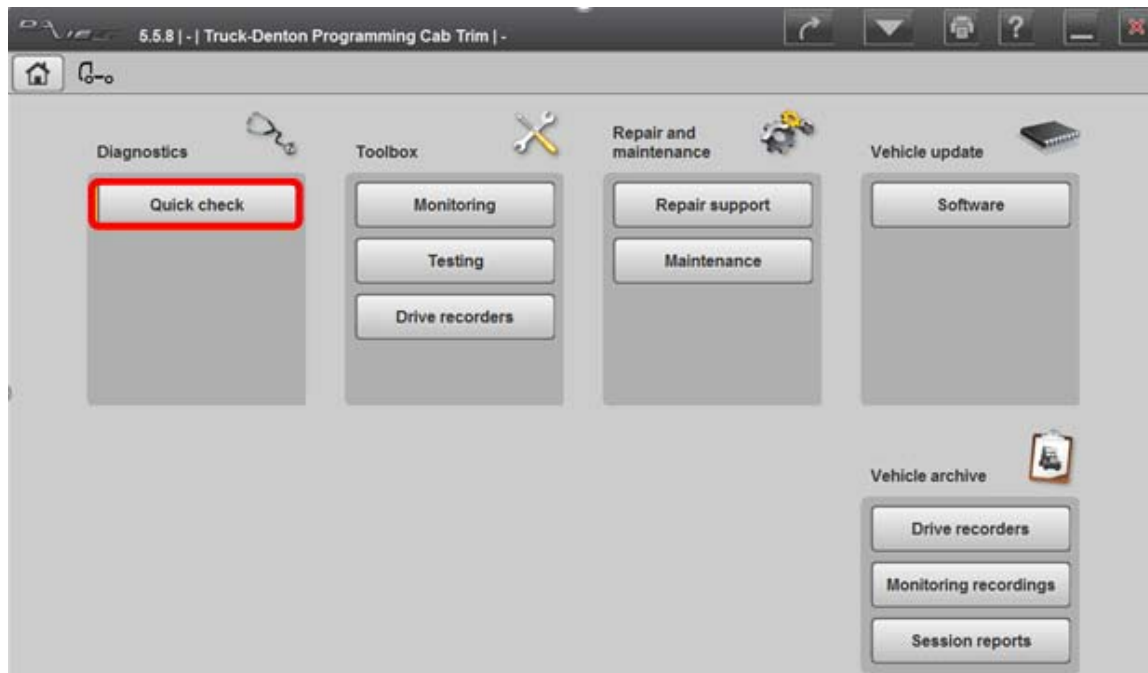
- If DAVIE4 displays the following message when attempting to update the VECU software, continue with this procedure to confirm the message is caused by the missing hardware part numbers.

	NOTE
DO NOT replace the ECU as the below error message directs; rather, continue on with this procedure.	

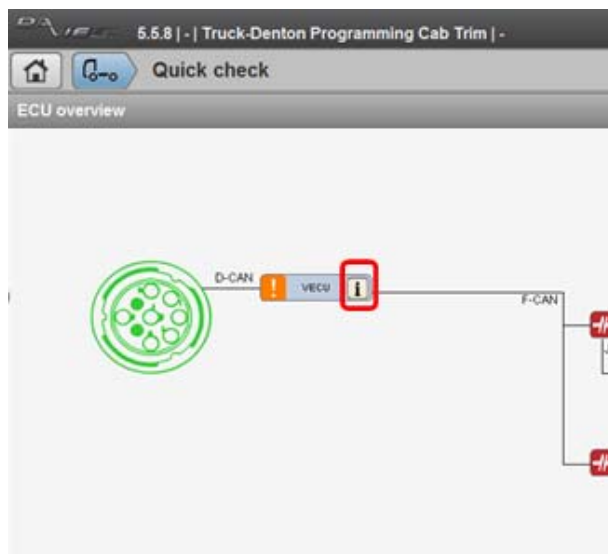
Received error from DAVIE4



- In DAVIE4 select the Quick Check menu.



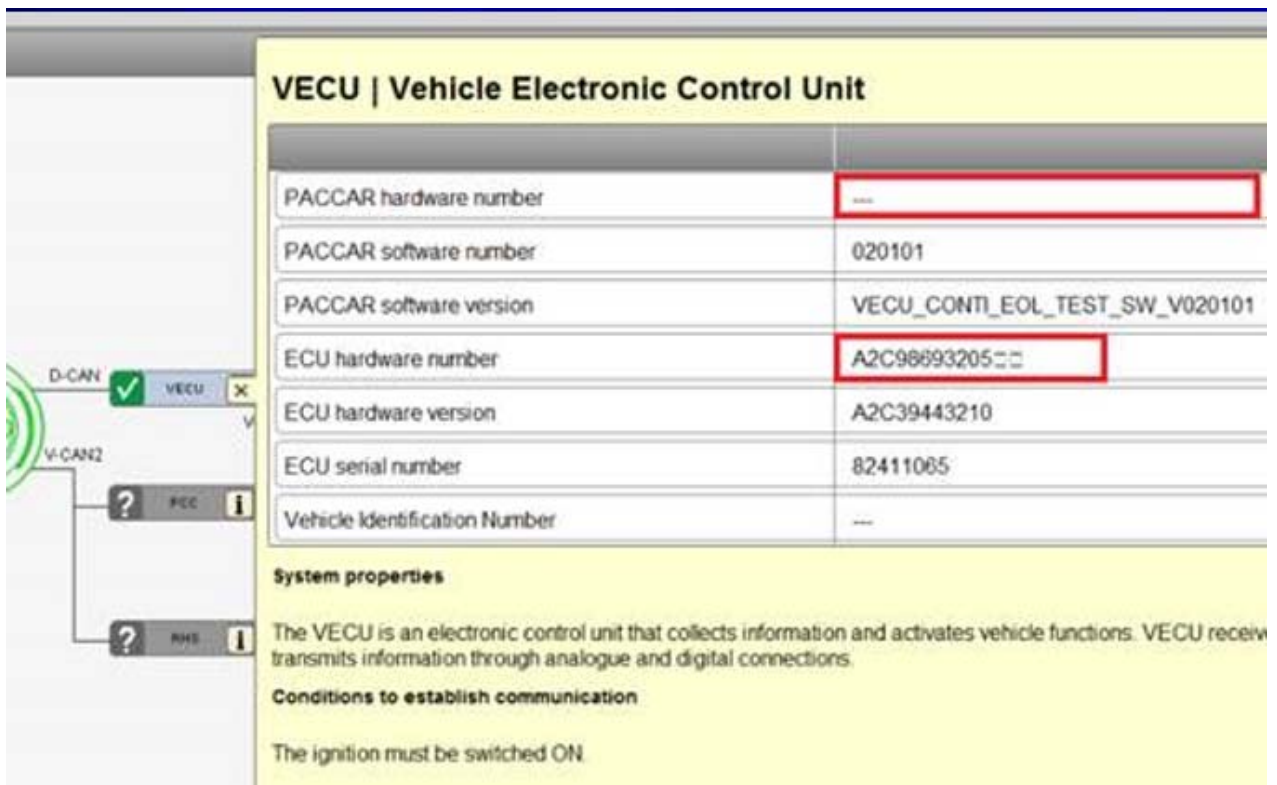
- Click on the VECU iPane (VECU Information).



- The patch is required when:
 - There is no PACCAR hardware number shown.

AND

- The ECU hardware number is missing the last 2 digits. The last 2 digits will display "X X".



VECU Vehicle Electronic Control Unit	
PACCAR hardware number	---
PACCAR software number	020101
PACCAR software version	VECU_CONTI_EOL_TEST_SW_V020101
ECU hardware number	A2C98693205
ECU hardware version	A2C39443210
ECU serial number	82411065
Vehicle Identification Number	---

System properties

The VECU is an electronic control unit that collects information and activates vehicle functions. VECU receives and transmits information through analogue and digital connections.

Conditions to establish communication

The ignition must be switched ON

5. Contact the Vehicle Support Center via a SupportLink case for the interim DAVIE4 patch. Case submission requires attaching a screenshot of the VECU properties that shows the ECU hardware number in addition to a log file and other case submission requirements.
6. The patch will be supplied via SupportLink. Download the entire folder to the local DAVIE computer.
7. Open the folder and then double click on the ApplyPatch.bat file to install the patch.
8. Restart DAVIE4.
9. Update the VECU software.

Authored by: OF

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