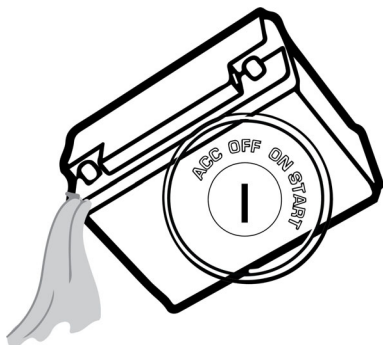




A PACCAR COMPANY

Technical Information Bulletin

32-017

Section

Starter, Battery - 32

Subject

T680/T880/W990 Battery Drain Issue

Release Date

2/25/2021

Condition

The batteries may drain quickly due to the VECU not going to sleep. Updated VECU software is available to resolve the issue.

Chassis Affected

3,818 (3,437 U.S. and 379 Canada) T680, T880, and W990 chassis with VECUs built with, or updated to, software version 12.9.1.

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 SIR for "Complete" or "In Process" next to the "32017" campaign code prior to performing this repair.
3. Follow the procedures below to update VECU software from version 12.9.1 to version 12.9.4 or higher.



NOTE

This campaign is also applicable to chassis that have been updated to version 12.9.1 during a previous repair, but may not be listed in SIR or on the chassis list.


CAUTION

Dealers that release trucks on the chassis list without completing the actions described below may face liability for progressive damage.

Warranty

For repairs completed by 03/01/2022, Kenworth will pay for parts at dealer net plus applicable mark-up and labor:

- 0.85 hours labor to charge the batteries, test the batteries, and update the VECU software. Use Quick Claim Code 32-017.
 - If the chassis also has [32-018](#) open in SIR, do not perform any repairs per 32-018. Repairs from this campaign satisfy requirements of 32-018. Kenworth Warranty will close 32-018 while processing this claim.
 - CECU software updates are not authorized as part of this campaign. CECU software updates must be claimed on a separate repair with a customer complaint that is resolved by a CECU software update.
- File an additional claim if batteries require replacement. Refer to the [Battery Warranty Procedure C-C-088](#) for battery warranty claim requirements. A quick claim for standard labor must be filed first.
- File the claim within 14 days in accordance with Warranty Policy [C-A-009](#).

Direct Fleets and Dealer Sponsored Fleets (DSF) may not use quick claims when submitting for repairs on chassis related to this bulletin but must submit a long form specifying part numbers, quantities, and pricing for parts used in the repair. Submittal of a Quick Claim for repairs made by the Fleet will be denied as pricing is incorrect on quick claims.

Take-Off Parts Disposition: Hold parts for 30 days after claim is paid. Core information will be provided with claim resolution.

PRWS CLAIM CODING			
Campaign Code:	32017	Campaign Type	Field Repair
Claim Category:	Truck	Repair Type	Proactive
Customer Concern Code	119	Causal Code	A1Causal Codes chart
Corrective Action Code	12	Responsibility Code:	Camp
Failure Location	003-001-088	Causal Part	Q21-1126-700-700
Supplier Code	N/A	SRT Code	See attached claim list

DWC CLAIM CODING			
Failure Location:	003-001-088	Work Accomplished:	58
Failure Type:	363	Responsibility Code:	01
SRT Code:	See attached claim list	Claim Type:	C

Vendor Code:	N/A	Campaign Field:	32017
--------------	-----	-----------------	-------

Parts

No parts. Software only.

If batteries are required, order replacement batteries as indicated in WebECAT.

If the PACCAR Genuine battery is not available, the TRP equivalent can be used as a replacement. It is important that the correct battery offering is used.

PACCAR Genuine	TRP Equivalent
P27-6100-111EXCH – 730 CCA / 190 RC	BD31S71EXCH – 700 CCA / 185 RC
P27-6100-212EXCH – 1000 CCA / 185 RC	BT31S91EXCH – 950 CCA / 175 RC

Procedure

Please follow your dealership's safety procedures and precautions to ensure the vehicle can be safely repaired and maintained.

12.9.4 release information is available at [Service](#) | [Software](#) | [PACCAR VECU](#).

- Charge the batteries.
- Test the batteries with the DSS5000. See bulletin [32-015](#) for more information about using the DSS5000 if needed.
 - Replace batteries as needed.
 - All test results for failed batteries **MUST** be included in the claim information.
- Update the VECU software. PVP processing is not required for this software update.
 - If 12.9.1 is installed, but 12.9.4 or higher version, (as listed as available in DAVIE4), is not available for the chassis, a PVP request for an ID card update must be made through TCS365.
 - The below Component Group Software Numbers show the minimum VECU software versions included in 12.9.4 required to resolve this issue:

Component Group	Software Number
1220	2311459
1221	2311460
1366	2311461
1598	2311462



NOTE

CECU software updates are not authorized as part of this campaign.

TCS365 Case Creation Guide

Follow this guide to create a TCS365 case for this bulletin to ensure the case is flowed to the appropriate personnel. A TCS365 case for this bulletin is only required if the following is found:

- VECU software version 12.9.4, or higher version, is not available for the chassis

1. Open [TCS365](#) in Google Chrome or Microsoft Edge.
 2. Select **Vehicle Support | Technical Assistance**.
 3. Select *Case Type* **Powertrain Support** and *Case Category* **VECU Diagnostics**.
 4. On the Powertrain Support page, fill in the following fields as follows and fill in the other fields as appropriate:
 - Subject: *32-017*
 - Description: *32-017*
 - Complaint/Verification Results: *12.9.4 or higher is not available for this chassis*
 - Did you perform the required steps: Yes
 - Did you attach a PDF log file: No
 - Warranty Dependent Case: Yes
 - Repairs and Parts Replaced: *Connected DAVIE4, VECU software version 12.9.4 or higher is not available*
 - Diagnostic Details:
 - *N/A*
 - Upload File: *None*
-

Attachments

 [Quick claim worksheet](#)

 [Customer Letter](#)

 [Chassis list](#)

Authored by: OF

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 2021 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](#).



Technical Information Bulletin

32-017

Section

32 - Starter / Battery

Subject

Model 567/579 VECU Battery Drain

Release Date

2/25/2021

Condition

The batteries may drain quickly due to the VECU not going to sleep. Updated VECU software is available to resolve the issue.

Chassis Affected

567 and 579 chassis with VECU that were built with or updated to software version 12.9.1.

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 SIR for "Complete" or "In Process" next to the "32017" campaign code prior to performing this repair.
3. Follow the procedures below to update VECU software from version 12.9.1 to version 12.9.4.



NOTE

This campaign is also applicable to chassis that have been updated to version 12.9.1 during a previous repair, but not listed in SIR or on the chassis list.



CAUTION

Dealers that release trucks on the chassis list without completing the actions described below may face liability for progressive damage.

Warranty

For repairs completed by 03/01/2022, Peterbilt will pay for parts at dealer net plus applicable mark-up and labor:

- 0.85 hours labor to charge the batteries, test the batteries, and update the VECU software. Use Quick Claim Code 32-017.
 - CECU software updates are not authorized as part of this campaign.
 - **If the chassis also has 32-018 open in SIR, do not perform any repairs per 32-018. Repairs from this campaign satisfy requirements of 32-018. Peterbilt Warranty will close 32-018 while processing this claim.**
- File an additional claim if batteries require replacement. Refer to the [Battery Warranty Procedure](#) for battery warranty claim requirements. A quick claim for standard labor must be filed first.
- File the claim within 14 days in accordance with [Warranty Policy](#).
- Direct Fleets and Dealer Sponsored Fleets (DSF) may not use quick claims when submitting for repairs on chassis related to this bulletin but must submit a long form specifying part numbers, quantities, and pricing for parts used in the repair. Submittal of a Quick Claim for repairs made by the Fleet will be denied as pricing is incorrect on quick claims.

PRWS CLAIM CODING			
Campaign Code:	32017	Campaign Type	Field Repair
Claim Category:	Truck	Repair Type	Proactive
Customer Concern Code	119	Causal Code	A1
Corrective Action Code	12	Responsibility Code:	Camp
Failure Location	003-001-088	Causal Part	Q21-1126-700-700
Supplier Code	N/A	SRT Code	See attached claim list

DWC CLAIM CODING			
Failure Location:	003-001-088	Work Accomplished:	69
Failure Type:	363	Responsibility Code:	09
SRT Code:	See attached claim list	Claim Type:	C
Vendor Code:	N/A	Campaign Field:	32017

Take-Off Parts Disposition: Hold parts for 30 days after claim is paid. Core information will be provided with claim resolution.

Parts

No parts. Software only.

If batteries are required, order replacement batteries as indicated in WebECAT.

If the PACCAR Genuine battery is not available, the TRP equivalent can be used as a replacement. It is important that the correct battery offering is used.

PACCAR Genuine	TRP Equivalent
P27-6100-111EXCH – 730 CCA / 190 RC	BD31S71EXCH – 700 CCA / 185 RC
P27-6100-212EXCH – 1000 CCA / 185 RC	BT31S91EXCH – 950 CCA / 175 RC

Procedure

Please follow your dealership's safety procedures and precautions to ensure the vehicle can be safely repaired and maintained.

12.9.4 release information is available [here](#).

1. Charge the batteries.
2. Test the batteries with the DSS5000. See bulletin [32-015](#) for more information about using the DSS5000 if needed.
 - Replace batteries as needed.
 - All test results for failed batteries **MUST** be included in the claim information.
3. Update the VECU software. PVP processing is not required for this software update.
 - If 12.9.1 is installed, but 12.9.4 or higher version (as listed as available in DAVIE4) is not available in DAVIE4, a PVP request for an ID card update must be made through TCS365.
 - **If the chassis also has 32-018 open in SIR, do not perform any repairs per 32-018. Repairs from this campaign satisfy requirements of 32-018. Peterbilt Warranty will close 32-018 while processing this claim.**

- The below Component Group Software Numbers show the minimum VECU software versions included in 12.9.4 required to resolve this issue:

Component Group	Software Number
1220	2311459
1221	2311460
1366	2311461
1598	2311462



NOTE

CECU software updates are not authorized as part of this campaign.

TCS365 Case Creation Guide

Follow this guide to create a TCS365 case for this bulletin to ensure the case is flowed to the appropriate personnel. A TCS365 case for this bulletin is only required if the following is found:

- *VECU software version 12.9.4, or higher version, is not available for the chassis*
 1. Open [TCS365](#) in Google Chrome or Microsoft Edge.
 2. Select **Vehicle Support | Technical Assistance**.
 3. Select **Case Type Powertrain Support** and **Case Category VECU Diagnostics**.
 4. On the Powertrain Support page, fill in the following fields as follows and fill in the other fields as appropriate:
 - Subject: 32-017

- Description: *32-017*
 - Complaint/Verification Results: *12.9.4 or higher is not available for this chassis*
 - Did you perform the required steps: Yes
 - Did you attach a PDF log file: No
 - Warranty Dependent Case: Yes
 - Repairs and Parts Replaced: *Connected DAVIE4, VECU software version 12.9.4 is not available*
 - Diagnostic Details:
 - N/A
 - Upload File: *None*
-

Attachments

[Chassis List](#)

[Quick Claim Worksheet](#)

[Customer Letter - English](#)

[Customer Letter - French](#)

Authored by: PR

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 2021 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](#).