



A PACCAR COMPANY

Technical Information Bulletin

32-018



Section

Starter, Battery - 32

Subject

T680 Unexpected City Horn Alerts with VECU Software Version 12.9.3

Release Date

2/15/2021

Revision

02/25/2021: Added instruction in Warranty section for working with chassis that have 32-017 and 32-018 open in SIR.

Condition

The City Horn feature may generate unexpected alerts.

Chassis Affected

413 (413 U.S. and 0 Canada) T680 chassis built with or updated to VECU SW Version 12.9.3 and has the "Exterior Audible alarm, park brake not set with door open" (commonly referred to as "City Horn" option).

VECU Software version 12.9.3 displays in DAVIE4 as:

- MX Chassis: 2279443
 - Cummins Chassis: 2279444
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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 SIR for "Complete" or "In Process" next to the "32018" campaign code prior to performing this repair.
3. Follow the procedures below to update the VECU software.

Warranty

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

- 0.3 hours labor to update the VECU software. Use Quick Claim Code 32-018.
 - PVP processing and/or CECU updates are not required or authorized for this campaign.
 - If the chassis also has [32-017](#) open in SIR, do not perform any repairs per 32-018. Repairs from campaign 32-017 satisfy requirements of 32-018. Kenworth Warranty will close 32-018 while processing the claim for 32-017.
- File an additional claim for extraordinary circumstances. 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: N/A

PWRS CLAIM CODING			
Campaign Code:	32018	Campaign Type	Field Repair
Claim Category:	Truck	Repair Type	Proactive
Customer Concern Code	029	Causal Code	95
Corrective Action Code	23	Responsibility Code:	Camp
Failure Location	003-001-088	Causal Part	Q21-1126-700-700
Supplier Code	N/A	SRT Code	045-966 DAVIE 4- Download new software to VECU.

DWC CLAIM CODING			
Failure Location:	003-001-088	Work Accomplished:	58
Failure Type:	363	Responsibility Code:	01
SRT Code:	045-966 DAVIE 4- Download new software to VECU.	Claim Type:	C
Vendor Code:	N/A	Campaign Field:	32018

Procedure

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

1. Update the VECU software to the latest available version. PVP processing is not required for this update.
 - CECU software is not authorized as part of this update. If a CECU software update is performed in conjunction with this update, it must be claimed on a separate claim clearly describing the issue being resolved by the CECU update.
 - Minimum VECU software versions required to resolve this issue are:

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

Attachments

 [Chassis list](#)

Authored by: OF

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