

63-009 SmartLINQ Subscription Renewal

10/27/2022

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63-009

Subject

Peterbilt SmartLINQ Subscriptions are now Renewable Online

Whats New Abstract

Information Only – Peterbilt SmartLINQ Subscriptions are now Renewable Online

Introduction

Peterbilt SmartLINQ subscriptions can be renewed online via PACCAR Solutions Remote Diagnostics web portal.

Revision

10/26/2022 - Updated information and pictures within procedure section of bulletin.

Resolution

INFORMATIONAL ONLY

If a customer comes into your dealership and inquires about SmartLINQ subscriptions, refer to the procedure below

Parts

Software update only

Procedure

Renewal Instructions:

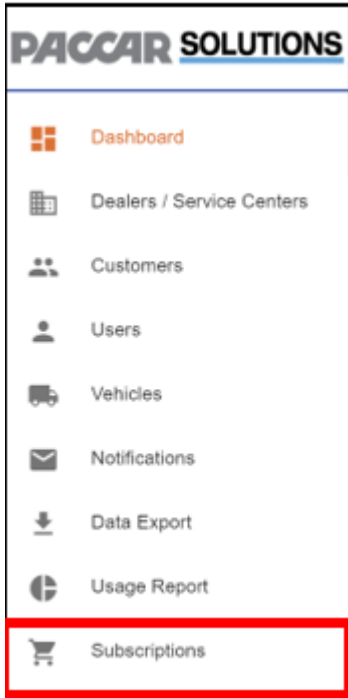
Customers can now quickly and easily renew their subscriptions, manage payment options and monitor subscription expiration dates for all their trucks. Renewals can be made for individual units or an entire fleet.

Please note, that the new online renewal process replaces the current method of renewing subscriptions via the PACCAR Solutions portal.

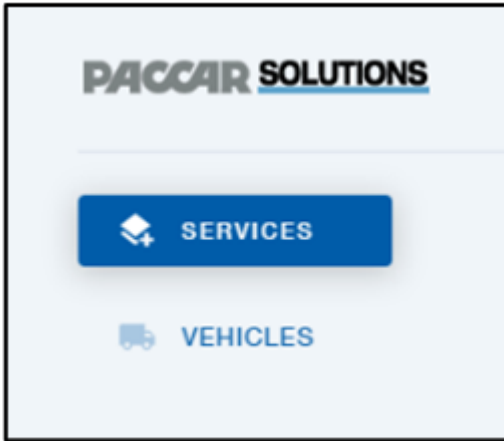
Customers whose subscriptions have expired or will expire soon can now renew their SmartLINQ Remote Diagnostics subscriptions through their online account via the PACCAR Solutions web portal.

Dealers and customers both have the ability to see the list of trucks with expiring SmartLINQ Remote Diagnostics subscriptions and renew those subscriptions through the website.

To renew a subscription(s), log in at www.PACCARSolutions.com and select the "Subscriptions" tab in the left column.



This will take you to the new the Subscription web page where you can manage your subscriptions using either the Services Overview or the Vehicles tabs.



On the Services tab you'll be prompted to enter your preferred payment method information and from there can manage your vehicles specifically for the Truck Connectivity service (SmartLINQ).

From here you can also see the subscription end date for the service.

PACCAR SOLUTIONS INFORMATION MY INVOICES PACCAR GENERIC HOLDING ACCOUNT MICHAELA333 - OEM POLICY PACCAR TECHNICAL CENTER en-gb

← SERVICES OVERVIEW **Truck Connectivity**

Truck Connectivity
\$ 200 per truck per year ⓘ

Truck Connectivity (TruckTech+ and SmartLINO) allows you to monitor your fleet's health and software update through the PACCAR Solutions web portal. You will be able to monitor your trucks' activities, and be alerted of any dashlamps and faults occurring on your trucks in real time with the power of remote diagnostics. On eligible trucks, Over-the-Air (OTA) Software Update service is included so you can maximize your fleet's uptime.

Please select the trucks that you want to subscribe/unsubscribe. If some trucks are missing from this page, it could be because someone else is managing the subscription for those trucks, or the trucks are not eligible for this service.

Search vehicle

Select All I want to: **Subscribe Trucks**

<input type="checkbox"/>	VIN	UNIT NUMBER ↑	SUB END DATE	MANAGED BY	ACTION
<input type="checkbox"/>	1XPBD49X1ND826276		2023-08-13	PACCAR Technical Center	DETAILS
<input type="checkbox"/>	1NKZXPEX0MJ446780		2023-02-05	PACCAR Technical Center	DETAILS
<input type="checkbox"/>	1XKYDP9X3MJ446678		2023-01-26	PACCAR Technical Center	DETAILS
<input type="checkbox"/>	3BPDXX0X5LF108349		2023-02-02	PACCAR Technical Center	DETAILS
<input type="checkbox"/>	1XKYDK9X6MJ435371		2023-08-13	PACCAR Technical Center	DETAILS
<input type="checkbox"/>	1XPBDP9X4LD710455		2023-08-13	PACCAR Technical Center	DETAILS

x 0 CONFIRM TOTAL: \$ 0 year > **SUBSCRIBE (ADD TO CART)**

The Vehicles tab shows you an overview of your connected fleet that are eligible for connected services. Here you can filter and search for VINs, Unit Number, or the Managed By user.

SERVICES

Vehicles Overview

This page shows you an overview of your connected fleet that are eligible for connected services.

+ ADD FILTER

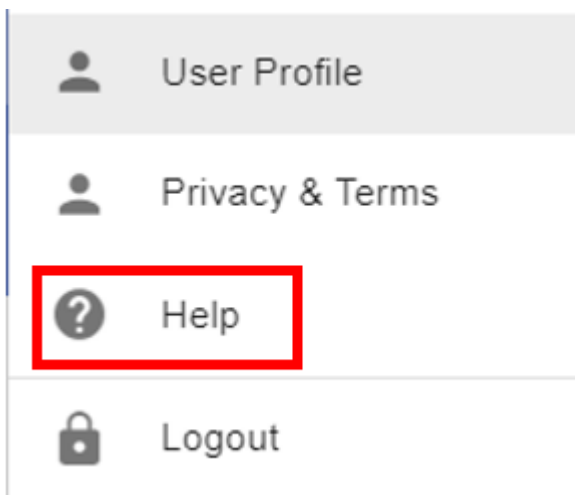
Search vin, unit number, managed by

VIN	UNIT NUMBER	ACTIVE SERVICES	MANAGED BY	
testVIN016			Andre Un Customer Admin	DETAILS
testvin004			Andre Un Customer Admin	DETAILS
1XKWD49X1MR000038	Seattle Kraken		Class Pays - Engineering	DETAILS
1XKWD49X1MR000037	Boston Red Socks		Class Pays - Engineering	DETAILS
1XKWD49X1MR000036	Seattle Seahawks		Class Pays - Engineering	DETAILS
CreditTest			Class Pays - Engineering	DETAILS
testVIN007			Andre Created	DETAILS
testvin003			Andre Created	DETAILS
testVIN013			Andre Created	DETAILS
testVIN015			Andre Created	DETAILS

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For detailed instructions please Select Help in PACCAR Solutions, then search for the following Support Documents.

- How Customers View Subscription End Dates in PACCAR Solutions
- How Customers Subscribe a Vehicle to Auto-Renew in PACCAR Solutions



Additional Support Documents for new functionality can be found in the Support Documents ending with "Subscription Renewal" available on PACCAR Solutions

Each quarter, a customer/dealer will receive a notification email for vehicles expiring within the next full quarter.

Once a vehicle is subscribed through the new online process, it will auto-renew on the next annual date. A reminder pre-invoice notification e-mail will be sent one month prior to the month the subscription renews.