

36-008 Model 579 Lane Keep Assist Software Retrofit

5/1/2023

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36-008

Subject

Model 579 Lane Keep Assist Software Retrofit.

Whats New Abstract

Certain 579 chassis are eligible to receive production level Digital Display software, Digital Display, Lane Keep Assist MUX switches, and Kick Panel.

Chassis Affected

301 (44 US and 257 Canada) Model 579 chassis manufactured from 4/08/2020 through 7/26/2022. **SEVENTEEN (17)** chassis are eligible for one or more of the following production level components: Digital Display, Lane Keep Assist MUX switches, and/or Kick Panel. The attached [36-008 Peterbilt Parts Matrix](#) details which chassis are eligible for specific updated components. The remaining **284** chassis only need the software update at **0.5 hrs. labor**.

Action

Campaign

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. Confirm with the customer that your dealership will be the repairing location before ordering parts.
3. Conduct an inventory to ensure all required parts have arrived prior to scheduling the chassis for the retrofit.
4. In Service Management, select Campaign **36-008** to add it to the case. If the unit is released back into service without performing the repair, make sure to also release the Campaign in Service Management.
5. If you are not using Service Management to start repair orders, review SIR for "Complete" next to the **36-008** campaign code prior to performing this repair.
6. Follow the procedures below to update software and replace appropriate parts for each chassis.

This campaign can be performed at any time convenient for the customer but must be done **before 06/01/2024** (for example: during next scheduled maintenance interval).

Warranty

There is no time or mileage limit for this campaign. Peterbilt will pay for parts at dealer net plus applicable mark-up and labor:

Please reference attached **36-008 Peterbilt Parts Matrix** for retrofit requirements and which quick claim code to use for the specific chassis you're

working on.

- **1.6 hrs** to replace 2 dash switches, replace Digital Display, and update EPAS/DD/VECU software. Use Quick Claim Code **36008A**.
- **1.6 hrs** to replace 1 dash switch, replace Digital Display, replace kick panel, and update EPAS/DD/VECU software. Use Quick Claim Code **36008B**.
- **1.2 hrs** to replace Digital Display and update EPAS/DD/VECU software. Use Quick Claim Code **36008C**.
- **0.9 hrs** to replace 2 switches, kick panel and update EPAS/DD/VECU software. Use Quick Claim Code **36008D**
- **0.9 hrs** to replace 1 switch, kick panel and update EPAS/DD/VECU software. Use Quick Claim Code **36008E**
- **0.5 hrs** to update EPAS/DD/VECU software. Use Quick Claim Code **36008F**
- 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.

Takeoff parts disposition: Scrap takeoff parts 30 days after claim is paid.

PRWS CLAIM CODING			
Campaign Code:	36008	Campaign Type:	Field Repair
Claim Category:	Truck	Repair Type	Proactive
Customer Concern Code:	173	Causal Code:	95
Corrective Action Code:	23	Responsibility Code:	Camp
Failure Location:	003-006-001	Causal Part:	Q97-6022
Supplier Code:	N/A	SRT Code	B22-PBC 0.4 hrs LKA switches and kick

		<p>panel replacement.</p> <p>B22-011 0.7 hrs DD screen replacement per bulletin procedure.</p> <p>B22-010 0.5 hrs Update EPAS, DD, and VECU software per bulletin procedure</p>
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Parts

Parts are available from PACCAR Parts.

Quantity	Part Number	Description
*1	Q43-6104-100-100	Display, Driver Info, 15"
*1	P27-6247-166-01	MUX Switch
*1	P27-6427-167-01	MUX Switch
*1	S60-6393-601	Kick Panel

* **Only those chassis that require these parts as detailed on the attached [36-008 Peterbilt Parts Matrix](#) in the Links section.**

**NOTE**

The operator manual supplement (Y53-6160-1B1) for the Lane-Keeping/Electric Steer Assist system is available on Peterbilt Servicenet and at:
<https://www.peterbilt.com/resources-support/manuals-brochures>.

Procedure

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

Links to the repair procedures can be found in the LINKS section below.

There is an Operator Manual supplement (Y53-6160-1B1) for the Lane-Keeping/Electric Steer Assist system available to download at:
<https://www.peterbilt.com/resources-support/manuals-brochures> Please be sure the customer is aware of this Operator Manual supplement and provide them with the link.

Attachments

[36-008 Peterbilt Parts Matrix](#)

[36-008 Chassis List](#)

[36-008 Digital Display Replacement Procedure](#)

[36-008 Lane Keep Assist Switch Replacement Procedure](#)

[36-008 LKA Retrofit Software Update Procedure](#)

[36-008 Kick Panel Replacement Procedure](#)

[36-008 US and Canada \(English\) Customer Letter](#)

Select the date.

CAMPAIGN LETTER

This notice applies to your vehicle. Your VIN(s) can be found on the bottom or back of this page.

Subject: Field Repair Notice 36-008 LKA DD and SW Retrofit
EXPIRATION DATE: 06/1/2024

Dear Peterbilt Customer,

Peterbilt is pleased to inform you that certain chassis with the Lane Keep Assist feature are now eligible for software updates. Also, a small number of chassis will require additional repairs beyond the software updates. These other repairs are identified based on the VIN number of the chassis and your dealer will be able to identify all the repairs needed within this campaign. You have been identified as owning one or more such vehicles and are eligible for a campaign to upgrade the software and/or have the other repairs completed.

What is Peterbilt improving?	Upgrading software and other repairs as needed.
What will this improvement do?	Improve the software and other parts as needed.
What should you do?	Contact your dealer immediately to schedule an appointment.

Please contact a Peterbilt dealership to schedule an appointment for this improvement. To find your Peterbilt dealer, please visit the Dealer Locator at www.Peterbilt.com or scan the QR code. When contacting your Peterbilt dealer, refer to campaign 36-008 and the VIN(s) listed in this letter. The work for this improvement will take approximately 2.0 hours of labor depending on vehicle configuration and dealer scheduling. There will be no charge to you if completed within standard warranty or by June 1, 2024, whichever is later.

If you require further information about this campaign or experience any difficulty in making arrangements for this repair, please contact the Peterbilt Customer Experience Department at PB.Tech.Pubs.Dept@paccar.com.

If you no longer own this vehicle, we would appreciate your advising us of the new owner. Please send all known ownership and address changes to PBDiv.Warranty.Docs@paccar.com.

We look forward to the opportunity to deliver this product improvement as part of our effort to provide the highest levels of customer satisfaction and service expertise. We value your business and appreciate your ongoing loyalty to Peterbilt and its dealer network. Industry-leading quality, performance and reliability are hallmarks of Peterbilt products, and we thank you for making Peterbilt your truck of choice.

Sincerely,



Michelle Ponsonby
Director of Customer Experience
Peterbilt Motors Company

Scan this QR code to open the
Peterbilt Dealer Locator.



Sélectionner la date

LETTRÉ DE CAMPAGNE

Cet avis concerne votre véhicule. Votre (vos) NIV(s) se trouve(nt) au bas ou au verso de la présente.

Objet : Avis de réparation sur le terrain 36-008 : Modernisation de l'aide au maintien de voie, à l'affichage numérique et au logiciel
DATE D'EXPIRATION : 01/06/2024

Cher client Peterbilt,

Chez Peterbilt, nous sommes ravis de vous informer que certains châssis équipés de la caractéristique d'aide au maintien de voie sont maintenant admissibles aux mises à jour du logiciel. Un petit nombre de châssis nécessiteront également des réparations additionnelles au-delà des mises à jour du logiciel. Ces autres réparations sont identifiées selon le numéro de NIV du châssis et votre concessionnaire sera en mesure d'identifier toutes les réparations requises dans le cadre de cette campagne. Vous avez été identifié comme étant le propriétaire de l'un ou de plusieurs tels véhicule(s) et êtes admissible à une campagne afin de mettre à jour le logiciel et/ou compléter les autres réparations.

Qu'est-ce que Peterbilt améliore ?

Mise à jour du logiciel et autres réparations, au besoin.

Quel effet aura cette amélioration ?

Améliorer le logiciel et autres pièces, au besoin.

Que devriez-vous faire?

Communiquer immédiatement avec votre concessionnaire afin de prendre rendez-vous.

Veillez communiquer avec un concessionnaire Peterbilt afin de prendre rendez-vous pour cette amélioration. Pour trouver votre concessionnaire Peterbilt, veuillez consulter Dealer Locator sur www.Peterbilt.com, ou balayer le code à barres. Au moment de communiquer avec votre concessionnaire Peterbilt, vous référer à la campagne 36-008 ainsi qu'au(x) NIV(s) cité(s) à la présente. Le travail requis pour cette amélioration nécessitera environ 2.0 heures de main-d'œuvre selon la configuration du véhicule et la disponibilité du concessionnaire et sera effectué sans frais s'il est complété dans le cadre de la garantie de base ou avant le 1^{er} juin 2024. Selon la date la plus éloignée.

Si vous avez besoin de plus d'information au sujet de cette campagne ou rencontrez des difficultés à prendre rendez-vous pour cette réparation, veuillez communiquer avec le département du service à la clientèle sur PB.Tech.Pubs.Dept@paccar.com.

Si ce véhicule ne vous appartient plus, nous apprécierions que vous nous fassiez part du nom du nouveau propriétaire. Veuillez faire parvenir toute information relative au nouveau propriétaire et son adresse à PBDiv.Warranty.Docs@paccar.com.

Nous anticipons l'occasion qui nous est offerte de vous livrer cette amélioration de produit témoignant de l'effort que nous mettons à offrir les plus hauts niveaux de satisfaction de la clientèle et d'expertise de service. Nous apprécions votre entreprise ainsi que votre constante fidélité envers Peterbilt et son réseau de concessionnaires. Les produits Peterbilt se distinguent en étant leader de l'industrie en matière de qualité, performance et fiabilité et nous vous remercions de faire d'un Peterbilt votre camion préféré.

Salutations,



Michelle Ponsoby
Directrice du service à la clientèle
Peterbilt Motors Company

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