

**SB-10044092-2103**A **PACCAR** COMPANY

Technical Information Bulletin

36-003

Section

Displays - 36

Subject

NavPlus Update Campaign

Release Date

3/15/2012

Condition

Kenworth has identified and is correcting two NavPlus field issues:

- Certain chassis equipped with NavPlus are not capable of displaying the transmission temperature on the NavPlus driver display.
- Drivers operating in residential areas have requested the option to disable certain cautions and warnings which more appropriately apply to highway operations.

Chassis Affected

528 T660s, T800s, T700s, W900s, T370s, T400s, T270s, and T170s, built between 01/01/2011 – 11/28/2011 with the NavPlus Navigation system. See the attached chassis list, dealer-chassis list and customer letter

Action

Service all chassis affected that enter your dealership, even if the customer has no issue with the chassis. Use the procedure below. Review DWC or SIR online systems to verify that campaign "36-03" is still open or already completed prior to performing this repair.

Note: When a customer calls for appointment, identify the chassis from the chassis list. If the chassis list indicates a repair including installation of a harness, order and have that harness on hand before scheduling the repair.

Warranty

Through Basic Vehicle Warranty or for repairs completed by 02/14/13, whichever is greater, Kenworth will pay for parts at dealer net, plus applicable mark-up and labor. File the appropriate Quick Claim and long claim form, if required, as listed on the Chassis List. Claims are described, following.

Repair 36-3A

- Quick Claim 36-3A; NavPlus software update only. Includes 0.3 hr labor, no parts

Repair 36-3B

- Quick Claim 36-3B; NavPlus software update **AND** CECU parameter change, includes 0.6 hr labor, no parts

Repair 36-3C

- Use Quick Claim 36-3B **AND** submit a long claim form for parts (harness), markup and actual labor for harness installation.

Note: All chassis listed will require a repair as described in one of the Quick Claims. Some chassis will require the additional repair including installing a harness, and a long claim submitted for that repair. See the Chassis List to identify which is appropriate.

Claim Codes:

Failure Location: 036-001-007 Work Accomplished: 35
Failure Type: 215 Responsibility Code: 01

SRT Code: 003-022 0.3 hours ESA parameter change
 036-001 0.3 hours NavPlus software installation
 027-038 Actual time for installation of transmission harness (may vary by chassis)

Parts

Parts are available from PACCAR Parts. See the Procedure for identification of the appropriate harness for the chassis being repaired. (The last four digits of the harness will vary.)

Background

Kenworth has mailed USB pen drive plug-ins to customers so that they can update their NavPlus systems on their own. They may or may not solicit assistance from dealers. This bulletin equips dealers to update the NavPlus and also instructs dealers to update CECU software and install a harness on chassis identified on the chassis list.

NavPlus USB pen drive software update includes the following new or updated features:

- Opera Version 10.1 included
- Garmin version 2.90 included

- MP3, iPod sorting and browsing supported
- Album art supported
- Mobile phone status pop-ups supported
- Contact search and selection supported
- Multiple phone book entries supported
- On screen volume indicator
- Improved navigation warning tone
- On screen volume indicator included

For Garmin technical support contact the OEM Tech Support Line at 1-866-418-9438
Operating hours: Mon-Fri from 800am-700pm CST

Procedure

Overview: If a customer reports he has already undertaken NavPlus software update with the USB pen drive he received in the mail, that repair does not need to be undertaken. If the customer did not or if the customer is uncertain, proceed with the NavPlus software update as described, following:

NavPlus Software Update (Repair 36-3A)

Reference: TIB 36-003_NavPlus Software Flash Procedure.pdf

CECU Parameter Change (Repair 36-3B)

Reference: TIB 36-003_CECU Parameter Change.pdf

Transmission Harness R&R (requires long claim form in addition to Quick Claim)

For chassis that require a transmission harness, replace the harness and submit a warranty claim for the actual time.

<u>Quantity</u>	<u>Part Number</u>	<u>Description</u>
1	P92-2930-XX2X	Trans Harness

Note: X means that whatever the variation number the currently installed harness has should be carried over

Attachments

 [TIB 36-003 NavPlus CECU Parameter Change.pdf](#)

 [TIB 36-003 NavPlus Software Flash Procedure.pdf](#)

 [NavPlus Software Flash Procedure Customer.pdf](#)

 [TIB 36-003 Chassis List.xls](#)

 [TIB 36-003 Customer Letter.pdf](#)

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