KENWORTH
A PACCAR COMPANY

Technical Information Bulletin

01-067

Section

HVAC - 01

Subject

T270/T370 Incorrect HVAC Water Metering Valve

Release Date

11/4/2016

Condition

HVAC water valve with the wrong metering valve installed on the vehicle. This may cause the HVAC system to run full hot or full cold regardless of the setting level.

Chassis Affected

2569 chassis (2410 U.S. and 159 Canada), T270 and T370 MY2017 vehicles built from 01/11/2016 through 06/07/2016 equipped with the electronic HVAC water metering valve.

Action

CAMPAIGN

Follow the procedures below to inspect the water valve and replace as needed.

Review the attached chassis list for your dealer code and schedule your customer(s) for service if their chassis is on the list. Service all chassis affected that enter your dealership, even if the customer has no issue with the chassis. This campaign can be performed at any time convenient for the customer (for example: during next scheduled maintenance interval). Use the attached procedure. Review the DWWC or SIR for “Complete” next to the “01067” campaign code prior to performing this repair.

Warranty

Through Standard Warranty (excludes Extended Warranty) or for repairs completed by 12/1/2017, whichever is greater, Kenworth will pay for parts at dealer net plus applicable mark-up and labor:

- 0.3 hours labor to inspect the HVAC water metering valve and. (Use Quick Claim Code 01-67A).
- 0.6 hours labor (0.1 hrs.) to inspect, (0.5 hrs.) to remove and replace the HVAC water metering valve. (Use Quick Claim Code 01-67B).
- File an additional claim for extraordinary circumstances. A quick claim for standard labor must be filed first.

CLAIM CODING			
Failure Location:	001-002-029	Work Accomplished:	21
Failure Type:	470	Responsibility Code:	05
SRT Code:	001-104, 001-67A, 01-67B	Claim Type:	C

Vendor Code: 01-067

Take-Off Parts Disposition: Discard take-off parts

Parts

Parts are available from PACCAR Parts.

Quantity	Part Number	Description
1	1001370014BSM	Water Valve Assembly

Procedure

HVAC Water Valve Procedure

Attachments

Dealer\Chassis list

Customer Letter

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