



Technical Information Bulletin

51-007



Section

General Accessories - 51

Subject

Nav+ HD MP3 Reboot Update and Features Enable

Release Date

7/7/2016

Condition

Customer request for dealer to perform the software update on their behalf.

Chassis Affected

5,778 chassis (4,883 U.S. and 895 Canada), T270, T370, T440, T470, T660, T680, T800, T880, C500, and W900 MY2015 and MY2016 vehicles built from 04/14/2015 through 06/17/2016 equipped with Nav+ HD.

Action

FIX-AS-REQUESTED

If a customer comes into your dealership and demonstrates the condition above, dealers should download software using the procedures below.



NOTE

Customers can perform the software update themselves (see attached customer letter) Step 1, Step 2, and Step 3 instructions in the Procedure section below are also located on <http://www.kenworth.com/trucks/kenworth-connected-truck/> for customer use.

Warranty

If a customer requested dealer to perform the software update on their behalf, through Standard Warranty (includes Extended Warranty) or for repairs completed by 07/01/2017, whichever is greater, Kenworth will pay for parts at dealer net plus applicable mark-up and labor:

- 0.3 hours labor to install Software Update and CoPilot POI Update. (Use Quick Claim Code 51-007).
- File a long claim for extraordinary circumstances (which must be explained).
- DO NOT update maps. Map updates are not covered under warranty.
- There is no warranty reimbursement for customers who choose to perform the software update without dealer assistance.

CLAIM CODING			
Failure Location:	051-999-998	Work Accomplished:	58
Failure Type:	363	Responsibility Code:	05
SRT Code:	051-XXX	Claim Type:	C

Vendor Code: 51-07

Take-Off Part Disposition: N/A

Background

- This software update includes the following improvements:
 - MP3 audio file playback via USB and CD has now been enabled.
 - Phone Bluetooth streaming meta data (album/song titles) are now enabled.
 - Navigation (ALK/Co-Pilot) pop-up notifications will now appear on the home screen or in other applications. The map has improved responsiveness.
 - Notification bar at the top of display now includes a reverse image clock and larger notification icons for improved readability. Additional icons have been added including a notification that a software update to the unit is available and pending installation. (Unit must be connected to WIFI for this update icon to appear)
 - Home Screen Customization is now enabled, users may now arrange icons to their preference.
 - Text Message support is now enabled.
- This software update also corrects the following:
 - Random Reboot – Some units may unintentionally power off and come back on during certain conditions in the course of normal operation.
 - Phone Functionality – Some units may not import and sync phone address books correctly.
 - Radio Settings Save – Some units may not retain the fade/balance/equalizer settings after powering the unit off.

For additional details see the  [June 16, 2016 Software Updates - Improvements](#)



NOTE

Steering Wheel Seek +/- Button does not work properly under these two conditions:

- In Audio Screen (Not Home Screen)
- For FM Audio Source Only


The Steering Wheel FM Seek Button issue will be addressed in the next software release.

Two temporary alternatives until fix in next software release:

1. To Use FM Steering Wheel Seek +/-:
 - Select FM Mode; Go to Home Screen; Use Steering Wheel Controls
 - Steering Wheel Seek works with FM when on Home Screen
 - Correct FM station can be observed on Widget
2. To use Audio Screen and FM:
 - Use the on screen soft keys only
 - Not Steering Wheel Controls

Procedure

Step 1 –  [Software Update Instructions](#)

Step 2 –  [CoPilot Navigation Activation Instructions](#). May not be required. Go from Step 1 to Step 3. Only if necessary, back to step 2. Step 3 instructions will tell you if it is necessary.

Step 3 –  [CoPilot Points-of-Interest \(POI\) Update Instructions](#)

Attachments

 [Dealer\Chassis List](#)

 [Customer Letter](#)

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