



116-1

Section

Instrumentation

Description

SmartNav 2.0 Hardware Retrofit for Quality Validation and Vehicle Validation units.

Release Date

7/13/2016

Introduction

Peterbilt Motors had determined that certain vehicles built before July 14, 2015 with SmartNav 2.0 were manufactured with pre-production parts. Vehicle Models 337, 348, 389, 567, 579 and 587 are affected. Production parts are now available for both the SmartNav display unit and the radio head unit.

Resolution

Peterbilt dealers will remove the pre-production SmartNav parts and replace them with production parts.

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 "116-1" campaign code prior to performing this repair.

Review the chassis list below for the quick claim required for the vehicle being repaired.

Warranty

Through Standard Warranty (excludes Extended Warranty) or for repairs completed by 07/01/2017, whichever is greater, Peterbilt will pay for parts at dealer net plus applicable mark-up and labor:

- 0.6 hours labor to disconnect and reconnect the batteries, R&R the display screen, R&R the radio for 1.9M Cabs. (Use Quick Claim Code **116-1A**).
- 0.4 hours labor to disconnect and reconnect the batteries, R&R the display screen, R&R the radio for the 2.1M/2.3M Cabs. (Use Quick Claim Code **116-1B**)
- File an additional claim for extraordinary circumstances. A quick claim for standard labor must be filed first.

The SIR system will indicate chassis involved in this field repair with the designator for **116-1**. If the vehicle is affected and is shown to have an open campaign in SIR, please complete the work and file a quick claim.

For Field...	Enter...	Quick Claim
Failure Location	052-003-999 Satellite System	

Failure Type	700	
Claim Type	C	
Campaign Number	116-1	
SRT 051-996	1.9 M Cab - 0.60 Hours Labor to add R&R SmartNav Display and Radio Head Unit	116-1A
SRT 051-997	2.1M/2.3M Cab - 0.40 Hours Labor to add R&R SmartNav Display and Radio Head Unit	116-1B

All parts must be returned to PanaPacific. Contact PanaPacific customer service for shipping label and RMA number to return parts. An RMA number is required for each claim. See the [Pana Pacific Warranty bulletin for the RMA form and for PanaPacific Customer Service contact information](#).

Call 800-848-6560 for PanaPacific Warranty Support. 7:00AM to 4:30PM Pacific Standard Time.

Parts

Peterbilt will reimburse for parts at DealerNet + applicable markup.

The following parts are included in the SmartNav 2.0 System. Check Web ECAT to verify the part numbers.

Part	Part Number	Quantity
Control Head	PP107007-6102200000	1
Display Unit	PP107006-6002100000	1

All parts must be returned to PanaPacific. Contact PanaPacific customer service for shipping label and RMA number to return parts. An RMA number is required for each claim. See the [Pana Pacific Warranty bulletin for the RMA form and for PanaPacific Customer Service contact information](#).

Call 800-848-6560 for PanaPacific Warranty Support. 7:00AM to 4:30PM Pacific Standard Time.

Labor

Peterbilt will reimburse the dealer for 0.40 hours labor to R&R the SmartNav display and radio in a 2.1M/2.3M Cab and 0.60 hours labor to R&R the SmartNav Display and radio in the 1.9M Cabs

Procedure

If the hardware has been changed since December 1, 2015 there is no more hardware or software change needed on the chassis. For all other chassis, follow the procedure below for the type of vehicle being serviced.

Follow the procedures below to remove the display and radio head unit:

[116-1 Procedures for 1.9M, 2.1M, and 2.3M Cabs](#)

Attachments

[116-1 Chassis List](#)

[116-1 Customer Letter](#)

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