



Repair Notice

116-2

Section

Instrumentation

Description

SmartLINQ unable to connect via Remote Diagnostic

Release Date

7/15/2016

Revision History

07/18/2016 - Updated Section Information

Introduction

SmartLINQ fails to communicate

Review the attached chassis list for your dealer code and schedule your customer(s) for service if their chassis is on the list. This campaign can be performed at any time convenient for the customer (for example: during next scheduled maintenance interval). Use the attached service manual. Review the DWWC or SIR for "Complete" next to the "116-2" campaign code prior to performing this repair.

Warranty

Through Standard Warranty (excludes Extended Warranty) or for repairs completed by 07/08/2017, whichever is greater, Peterbilt will pay for parts at dealer net plus applicable mark-up and labor:

- 0.3 hours labor to install PeopleNet and related hardware.
- File a long claim for extraordinary circumstances (which must be explained).

For Field...	Enter...

Failure Location	002-006-009
Failure Type	700
Claim Type	C
SRT 051-999	0.3 hours labor

Return PMG modems that are removed to PanaPacific:

- Contact PanaPacific @ 800-848-6560
- Receive RMA number from Pana Pacific
- Send original PMG back to Pana Pacific them including the RMA number

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

Parts

Parts are also available at PACCAR Parts through PanaPacific DSP.

Quantity	Part #	Description
1	PP807011	Module Assembly, PMG w/Wi-Fi Antenna

Procedure

Both 1.9m and 2.1m cabs are referenced in the attached service manual.

[116-2 PB Remote Diagnostic Service Manual](#)

Attachments

[116-2 Chassis List](#)

[116-2 Sample Customer Letter](#)

US Only

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