



Technical Information Bulletin

01-068



Section

HVAC - 01

Subject

T680/T880 HVAC Mode Door Actuator Replacement

Release Date

11/4/2016

Condition

Customer comes in with a complaint of the HVAC system acting erratically or with an HVAC system that is constantly turning on and off and a HVAC actuator is identified as the cause.

Chassis Affected

All HVAC modules installed in T680 and T880 vehicles built before 07/01/2016.


Action

FIX-AS-FAIL

If a customer comes into your dealership and demonstrates the condition above, verify build date code on all actuators and replace as needed, see the procedures below.

Warranty

Through Standard Warranty (includes Extended Warranty) Kenworth will pay for parts at dealer net plus applicable mark-up and labor:

| | |
|--|-------------|
|  | NOTE |
| This bulletin only applies to T680 and T880 HVAC mode door actuators after a fault has been identified through normal diagnostic procedures. | |

- Inspect all actuators for dates code and replace any found with a dated code of 15/365 or earlier. A long claim must be filed using the SRT's listed in the table below.
- File an additional claim for extraordinary circumstances. A claim for standard labor must be filed first.

| CLAIM CODING | | | |
|-------------------|-------------|----------------------|----|
| Failure Location: | 001-001-090 | Work Accomplished: | 35 |
| Failure Type: | 395 | Responsibility Code: | 05 |
| SRT Code: | See Below | Claim Type: | N |

| SRT | Time | Actuator |
|---------|----------|-----------------------------------|
| 001-XXX | 0.2 Hrs. | Inspect all Actuator Date Codes |
| 001-068 | 0.3 Hrs. | HVAC Panel Airflow Actuator |
| 001-029 | 0.3 Hrs. | HVAC Fresh/Recirculation Actuator |
| 001-030 | 0.2 Hrs. | HVAC Temperature Actuator |
| 001-069 | 0.3 Hrs. | HVAC Floor Airflow Actuator |
| 001-032 | 0.3 Hrs. | HVAC Defrost Airflow Actuator |

Vendor Code: 01-68

Take-Off Parts Disposition: Return parts to:

*MAHLE Behr
ATTN: Mark Widak
2700 Daley Drive
Troy, MI 48083*

Shipping Code: BE

Parts

Parts are available from PACCAR Parts.

| Quantity | Part Number | Description |
|----------|-------------|--------------------|
| 1 | T6892001 | Mode Door Actuator |

Background

In some cases, the HVAC mode door actuator can send "fuzzy" signals back to the HVAC control head. When the HVAC control head receives these "fuzzy" signals, it will force the HVAC actuators into calibration mode (the actuators move from end-stop position to end-stop position with the HVAC Blower off).

Procedure

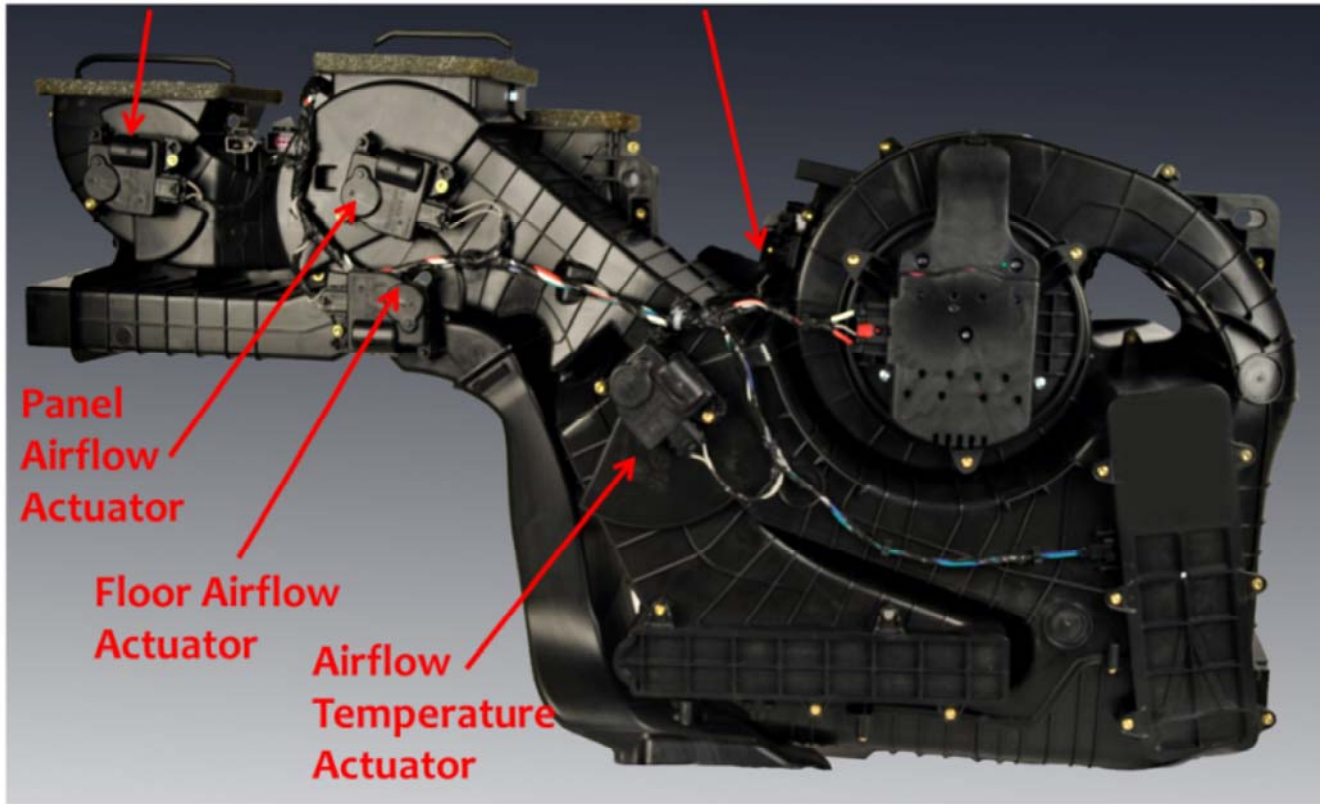
When diagnostics identifies a faulty HVAC Actuator:

- Remove the glove box, lower kick panel, and dash panel to provide visual access to all actuators and check their date code using an inspection mirror and flashlight.

 [Required Tools List](#)

Defrost Airflow Actuator

Fresh/Recirculation Airflow Actuator

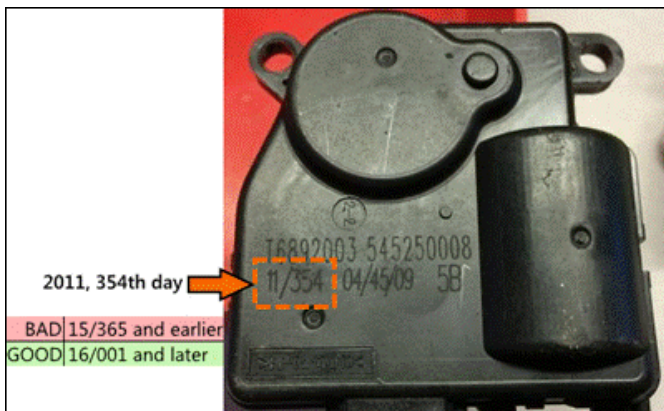


For Actuator removal and installation information see the service manual on Kenworth Service Net or follow the link below:

[KM811250 2012 HVAC System - T680, T880](#)

Pages 10-16 through 10-19

- Inspect actuator build date on all actuators. If the actuators are identified by build date to be part of this issue then file the replacement under this bulletin.



NOTE

Reimbursements will only be approved for this bulletin on HVAC actuators with a build date of 15/365 or earlier. All other actuator claims are to be filed through the normal process.

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