Service Bulletin

E198

Section

Engine

Description

PACCAR Solutions - Diagnostic Assistant Rollout

Release Date

9/27/2017

Introduction

The PACCAR Solutions Diagnostic Assistant is a new web-based diagnostic interface that not only displays the current Service Rapido diagnostic information, but also collects the actual repair taken for its advanced analytics and machine learning. This will increase service bay efficiencies over the long term and will be an integral part of Peterbilt Service Management. See the attached FAB's for more details. Dealer management support in promoting tool use is essential.

The purpose of the Diagnostic Assistant, and the advanced analytics behind it, is to prioritize the diagnostic steps in order to target the most likely causes of an issue, allowing technicians to identify the correct repair sooner. The Diagnostic Assistant's advanced analytics will utilize telematics data from the SmartLinq Remote Diagnostics system already installed on certain trucks, any known recent repair documentation, and feedback from the service technician on what repair was performed on the truck, to improve the prioritized list of steps for future repairs.

While SmartLinq telematics data is integral to the advanced analytics, the Diagnostic Assistant will function with any EPA13 and newer PACCAR MX-powered truck without telematics data.

TOOL ACCESS
A link to the Diagnostic Assistant will be added for everyone with Service Technician in their DealerNet profile. You will see the hyperlink for Diagnostic Assistant below DAVIE4 on the DealerNet Service Tab.

Bulletins - Engine

Bulletins - Vehicle

Body Shop

Customer Support

DAVIE

DAVIE4

Diagnostic Assistant

Engine Rapido - Service

TRAINING

Three Video Training Modules (about 10 minutes each) will be available at the BCA training page at Truck Service | PACCAR Solutions Diagnostic Assistant when your respective dealership is added to the rollout.
In-class training will also be added to certain PB Technician Training courses.
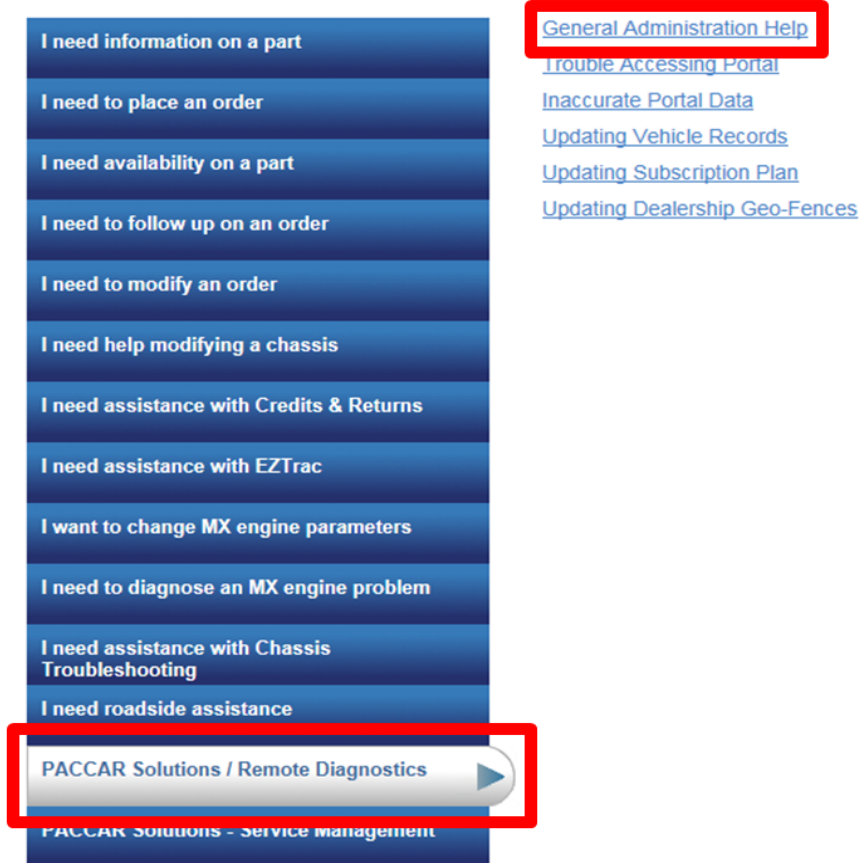**ROLLOUT ONBOARDING**
Webinars will be offered at multiple times to help inform dealership management and administration on the DA deployment, expectations, and support. Your partnership starts with attending these webinars.
The Diagnostic Assistant rollout will start on the West Coast and move toward the East Coast over the next 3 months.
SUPPORT
Diagnostic Assistant functionality support is offered by phone and SupportLink.

Go to **PACCAR Solutions|Remote Diagnostic**, and select **General Administration Help**.

I need information on a part	**General Administration Help**
I need to place an order	Trouble Accessing Portal
I need availability on a part	Inaccurate Portal Data
I need to follow up on an order	Updating Vehicle Records
I need to modify an order	Updating Subscription Plan
I need help modifying a chassis	Updating Dealership Geo-Fences
I need assistance with Credits & Returns	
I need assistance with EZTrac	
I want to change MX engine parameters	
I need to diagnose an MX engine problem	
I need assistance with Chassis Troubleshooting	
I need roadside assistance	
PACCAR Solutions / Remote Diagnostics ▶	
PACCAR Solutions - Service Management	

For phone support:
Dealer technicians may contact SmartCARE support for questions at (844) 591- PETE, 24/7 every day.
Core business hours support (Monday – Friday, 7:30am to 5:00 pm, CST) would cover tool use, tool functionality & technical issues.
Afterhours support (Monday – Friday, 5:00 pm to 7:30 am CST and weekends) would cover technical issues only.
For less urgent support, please send questions by starting a SupportLink case. SupportLink cases are monitored 24/7 and tracked for accuracy and promptness of the answers, resulting in fast and high quality responses.
Dealer management support is essential to the success of the Diagnostic Assistant. Diagnostic Assistant use will improve dealership efficiencies over the long term by continuously streamlining the diagnosis process. Peterbilt looks forward to working with each and every dealership on increasing efficiencies and growing customer satisfaction by getting their vehicles back on the road faster.

Resolution

INFORMATION ONLY

The Diagnostic Assistant will help diagnose and capture the final repair information on EPA2013 and newer PACCAR MX-powered vehicles, which allows the customer's vehicle to return to the road faster.

Attachments

Features Advantages Benefits - Diagnostic Assistant

Technical Information Bulletin

E198

Section

Miscellaneous - 99

Subject

PACCAR Solutions - Diagnostic Assistant Rollout

Release Date

9/26/2017

Chassis Affected

EPA13 and newer vehicles with PACCAR MX-13 and MX-11 engines and aftertreatment related problems – both with and without TruckTech+ Remote Diagnostics (Telematics).

Action

INFORMATION ONLY

As you perform diagnostics and repairs on EPA13 and newer PACCAR MX-powered vehicles, use the Diagnostic Assistant (DA) to assist your diagnostic efforts and capture the final repair information in the DA, which gets the vehicle back on the road faster.

Background

The PACCAR Solutions Diagnostic Assistant (DA) is a new web-based diagnostic interface that not only displays the current Service Rapido diagnostic information, but also collects the actual repair taken for its advanced analytics and machine learning. This will increase service bay efficiencies over the long term, and will be integrated with Kenworth Service Management soon. See the attached Features, Advantages, and Benefits (FAB's) for more details. Dealer management support in promoting tool use is essential.
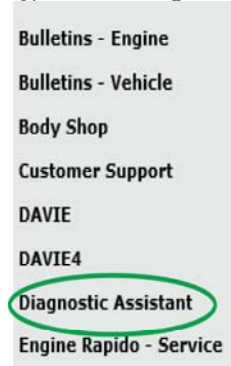
The purpose of the DA, and the advanced analytics behind it, is to prioritize the diagnostic steps in order to target the most likely

causes of an issue, allowing technicians to identify the correct repair/fix sooner. The DA's advanced analytics will utilize telematics data from the TruckTech+ Remote Diagnostics system already installed on certain trucks, any known recent repair documentation, as well as the feedback from the service technician on what fixed the truck to improve the prioritized list of steps for future repairs.

While TruckTech+ telematics data is integral to the advanced analytics, the DA itself will function with any EPA13 and newer PACCAR MX-powered truck without telematics data.

TOOL ACCESS

A link to the Diagnostic Assistant will be added for everyone with Service Technician in their DealerNet profile. You will see the hyperlink for Diagnostic Assistant below DAVIE4 on the DealerNet Service Tab.

Bulletins - Engine

Bulletins - Vehicle

Body Shop

Customer Support

DAVIE

DAVIE4

Diagnostic Assistant

Engine Rapido - Service

TRAINING

Three Video Training Modules (about 10 minutes each) will be available at the BCA training page at Truck Service | PACCAR Solutions Diagnostic Assistant when your respective dealership is added to the rollout.

In-class training will also be added to certain KW Technician Training courses.

ROLLOUT ONBOARDING

Webinars will be offered at multiple times to help inform dealership management and administration on the DA deployment, expectations, and support. Your partnership starts with attending these webinars.

The DA rollout will start on the West Coast and move toward the East Coast over the next 3 months.

SUPPORT

Go to **PACCAR Solutions|Remote Diagnostic**, and select **General Administration Help**.
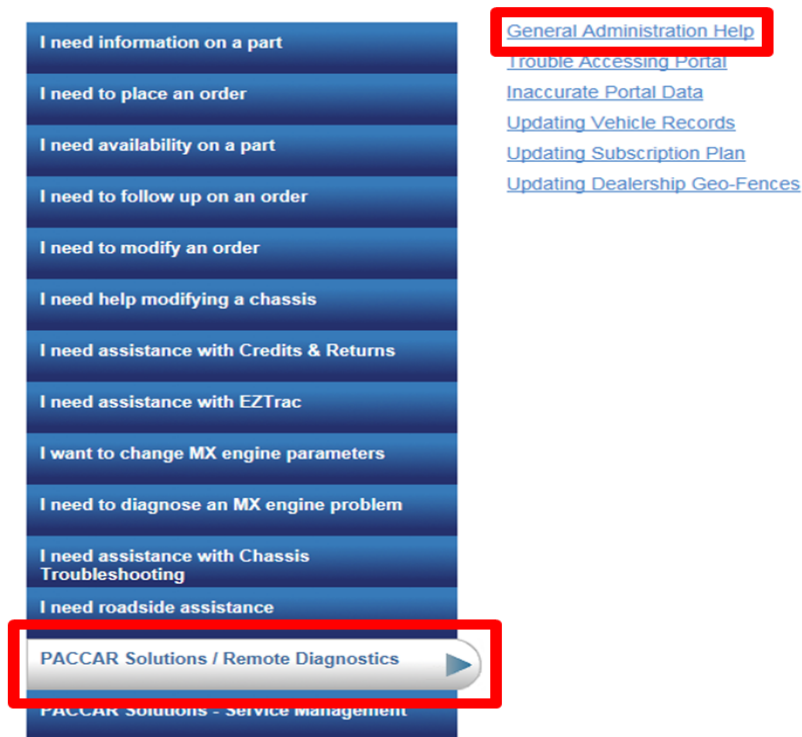
SupportLink cases are monitored 24/7 and tracked for accuracy and promptness of the answers, resulting in fast and high quality responses.

Additionally, you may also contact TruckTech+ by phone at 1-844-875-8324or email kw.trucktechplus@paccar.com.

Dealer management buy-in and support is essential to the success of the Diagnostic Assistant. Diagnostic Assistant use will improve dealership efficiencies over the long term by continuously streamlining the diagnosis process. With the Diagnostic Assistant, Kenworth looks forward to working with each and every dealership on increasing efficiencies and getting customer vehicles back on the road faster.

Attachments

Features, Advantages, and Benefits (FAB)

Authored by: OF