



Repair Notice

916-2

Section

HVAC - 01

Description

The Peterbilt SmartAir System may shut down without warning.

Release Date

6/30/2017

Introduction

Peterbilt has determined that certain Models 567/579 vehicles built between April 01, 2016 and August 19, 2016 were manufactured with the Peterbilt SmartAir No Idle System which may contain a software programming error and the system may shut off without warning. Replace the system control panel with correct programming to resolve the issue.

Resolution

Campaign

Follow the procedures below to replace the Peterbilt SmartAir No Idle System Control Panel.

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. Use the attached procedure. Review the DWWC or SIR for "Complete" next to the "916-2" campaign code prior to performing this repair.

Warranty

Through standard warranty or for repairs completed by **07/01/2018**, Peterbilt will pay for parts and labor.

Claim filing information:

- 0.3 hours labor to remove and inspect and reinstall the SmartAir No Idle Control Panel. (Use quick claim **916-2A**)
- 0.3 hours labor to remove and inspect and replace the SmartAir No Idle Control Panel. (Use quick claim **916-2B**)
- File an additional claim for extraordinary circumstances. A quick claim for standard labor must be filed first.

For Field...	Enter...
Failure Location	001-006-014
Failure Type	700
Claim Type	C
SRT 001-364	0.3 hours labor to R&R the control panel

Take-Off Parts Disposition: Ship take-off parts to supplier:

*Bergstrom MFG. Co.
ATTN: Warranty Department
2390 Blackhawk Road
Rockford, IL 61109*

Parts

Peterbilt will reimburse the dealer for parts plus applicable markup.

Parts are available from PACCAR Parts.

Part Description	Part Number	Qty
SmartAir Control Panel	SA11188	1

Procedure

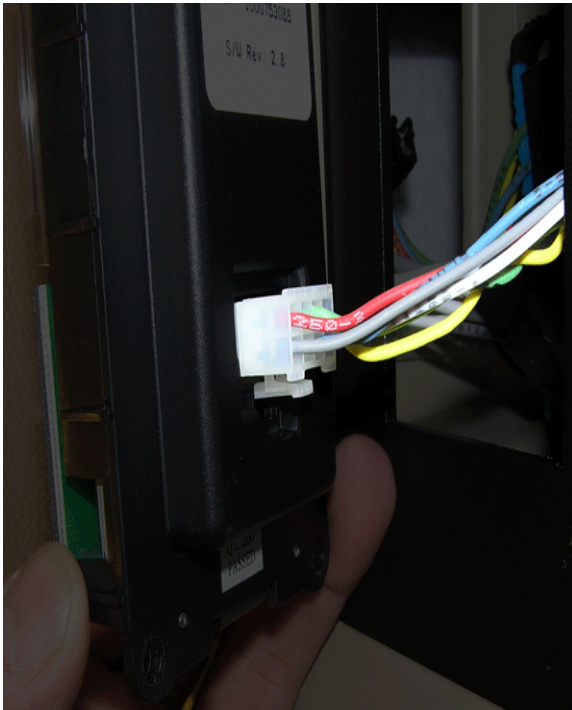
1. Use a non-marring trim removal tool to remove the SmartAir control panel cover.



2. Remove the four mounting screws.



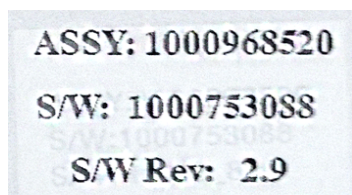
3. Disconnect the electrical connector from the back of the SmartAir control panel.



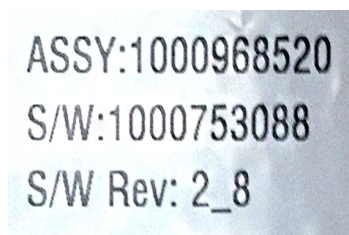
4. Check the software revision number on the back of the control panel:



5. If the revision number is 2.9 or higher, reinstall the control unit.



- If the software revision number is 2.8, replace the control unit with a control unit loaded with software revision 2.9 or higher.



6. Installation is the reverse of removal.

Attachments

[916-2 Chassis List](#)

[916-2 Customer Letter](#)

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Date TBD

[First VIN]
Customer Name
Address
City, State Zip

Subject: FRN 916-2: Models 579/567 Peterbilt SmartAir No-Idle System Software Issue

Dear Peterbilt Customer,

Your vehicle (listed below or on the reverse side of this letter) is eligible for a campaign to replace the SmartAir No-Idle control unit. The software in your control unit may cause the SmartAir No-Idle system to intermittently shut off, preventing the vehicle's auxiliary air conditioning and heater from operating as designed.

<i>The problem is...</i>	SmartAir System May Intermittently Shut Off
<i>What your dealer will do...</i>	Inspect, and If Necessary Replace The Control Panel
<i>What you must do ...</i>	Contact Your Peterbilt Dealer To Schedule An Appointment For Repair

Please contact a Peterbilt dealership to schedule an appointment for this work. If you have already had this work performed, please disregard this letter. You can find your nearest Peterbilt dealer at Dealer Locator on the website www.Peterbilt.com. When contacting your selected Peterbilt dealer, refer to campaign **916-2** and the VIN listed within this letter. The work will take approximately **0.3 hour** and there will be no charge to you if completed within Standard Warranty or for upgrades completed by **07/01/2018**, whichever is greater.

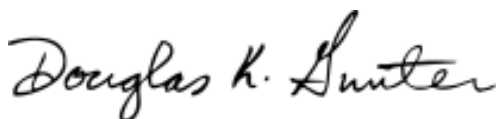
If you require further information about this campaign, reimbursement of a pre-notification remedy associated with this campaign or experience any difficulty in making arrangements for this repair, please contact Peterbilt Customer Service using one of the following: Mail: Peterbilt Motors Company, 1700 Woodbrook St, Denton, TX 76240 Attn: Customer Service Department or call 940-591-4220.

If you no longer own this vehicle, we would appreciate your advising us of the new owner if you know their name.

We apologize for any inconvenience this preventive procedure may cause and thank you for your participation in helping Peterbilt provide the highest levels of customer satisfaction and service expertise.

We value your business and appreciate your ongoing loyalty to Peterbilt and its dealer network. Industry-leading quality, performance and reliability are hallmarks of Peterbilt products, and we thank you for making Peterbilt your truck of choice.

Thank you,



Doug Gunter
Director of Warranty
Peterbilt Motors Company