

October 25, 2017

Customer Name
Address
City, State Zip

Subject: Field Repair 517-3: SmartNav Software Update

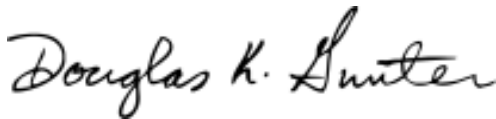
Dear Peterbilt Customer,

Peterbilt SmartNav 2.0 System will be supported by a new supplier, Movimiento. All trucks built with SmartNav must upload the new software in order to continue receiving notifications and to enable Over the Air (OTA) updates through Wi-Fi.

Step 1: Navigate to the Pana Pacific Support Website (<http://www.panapacific.com/downloads/peterbilt-updates>) to download a file to a USB drive and upload a manual software update. This update must be completed to allow any future OTA updates and will also improve response time and ease of use. If you experience any difficulties, please contact Pana Pacific at **1-866-253-7027**.

You may also request any Peterbilt dealer to perform these updates for you at no-charge through November 01, 2018.

Thank you,



Doug Gunter
Director of Warranty
Peterbilt Motors Company



Repair Notice

517-3

Section

Accessories - 51

Description

SmartNav Feature Updates and New OTA Supplier - Movimiento

Release Date

10/25/2017

Introduction

A SmartNav software update is available for trucks entering your dealership equipped with SmartNav 2.0. The primary enhancement with this update is to program equipment enabling communication with a new OTA supplier.

Other feature updates:

- Allows easy and smooth transition during operator adjustment.
- Offers the ability to update directly to the latest software level.

For additional details see the [Software Updates - Improvements](#)

Expiration Date: 11 / 01 / 2018

Resolution

FIX-AS-REQUESTED

If a customer comes into your dealership and requires dealer assistance for the update, dealers should download software using the procedures below.

Warranty

If a customer requested the dealer to perform the software update on their behalf for repairs completed by **10/01/2018**, Peterbilt will pay for labor to update the software:

- 0.3 hours labor to install Software Update and CoPilot POI Update. (Use Quick Claim Code 517-3).

- File a long claim for extraordinary circumstances (which must be explained).
- **DO NOT update maps.** Map updates are not covered under warranty.
- There is no warranty reimbursement for customers who choose to perform the software update without dealer assistance.

For Field...	Enter...
Failure Location	051-999-998
Failure Type	700
Claim Type	C
SRT 051-999	0.3 hours labor

Take-Off Part Disposition: N / A

Parts

Software Update Only

Labor

Peterbilt will pay for 0.3 hours labor to install Software Update and CoPilot POI Update.

Procedure

Before performing OTA updates, verify that the software version has been updated to version "63" or higher per the system information. See images below.

Follow the steps listed below in the images to verify the software version.



Select the vertical dots



Select System Information Icon



If the software version is "63" or higher, the USB download has already been performed, if it is lower follow the steps below.

USB Download Overview of Process

Step 1: How to find your SmartNav display model #

Step 2: Download the software update file

Step 3: Select and Download the correct file to a USB Key

Step 4: Insert the USB Key in to the front port of the Radio and wait up to seven minutes for the update to start. **It is recommended to use a USB key with an LED light to indicate status.**

Step 5: Wait a few minutes for the update to install

Step 6: Once complete the Radio software will be updated.

Step 7: Verify the update was successful



CAUTION

The SmartNav Version number, DEA600 or DEA601 must be correctly identified to determine

the correct software version. Installing the incorrect software version will **permanently** disable the SmartNav unit.

(Step-by-Step Process Details Provided in the Link Below):

Go to [Pana Pacific Peterbilt Support](#) and follow the instructions to download the DEA600 and DEA601 update file as needed. Please call Pana Pacific for assistance - **1-866-253-7027**

OTA Software Update Instructions

Follow the steps below to install available OTA system updates for SmartNav 2.0 after downloading to the USB and updating the software version:

STEP 1 - [Software Update Instructions](#)

Go from **STEP 1** to **STEP 3**. STEP 3 will instruct you to go back to STEP 2 If necessary.

STEP 2 - [CoPilot Activation Instructions](#) May not be required.

STEP 3 - [CoPilot PACCAR Dealership Points-of-Interest \(POI\) Update Instructions](#)

Please Note: This new software update offers the ability to update directly to the latest software level. Previous versions required sequential updates to acquire the latest software version.

Attachments

[517-3 Chassis List](#)

[517-3 Sample Customer Letter](#)

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