Repair Notice

10161

Section

Accessories - 51

Description

SmartNav Feature Updates

Release Date

2/20/2017

Revision History

02/23/2017 - Updated Chassis list with 116-1 chassis.

Introduction

A SmartNav software update is available for trucks entering your dealership.

This update will enable advanced echo noise cancellation to improve the in-call audio quality of the phone. The fade/balance/equalizer HMI is new and improved to allow easy and smooth transition during operator adjustment. The steering wheel seek functionality is corrected to allow seek to function as expected.
For additional details see the ***Software Updates - Improvements***

Expiration Date: 03/01/2018

Resolution

FIX-AS-REQUESTED

If a customer comes into your dealership and demonstrates the condition above, dealers should download software using the procedures below.

NOTE
Customers can perform the software update themselves (see attached customer letter) Step 1, Step 2, and Step 3 instructions are in the Procedure section below are also located on ***http://www.peterbilt.com/technology/smartnav/*** for customer use. • Scroll down to "Internet Browsing" • Select "***Step-by-step guide on performing system updates***" • Select "***CoPilot Points-of-Interest (POI) Programming***"

Warranty

If a customer requested dealer to perform the software update on their behalf, through Standard Warranty (includes Extended Warranty) or for repairs completed by 03/01/2018, whichever is greater, 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 10161).
- 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

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: Software updates are sequential and it may be best to run the software update again to ensure the latest version of the update has been uploaded.

Attachments

10161 Chassis List

10161 Sample Customer Letter

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