



Service Bulletin

02-18

Section

02-Cab

Description

Water Intrusion on Model 320/520 Window Regulators

Release Date

2/26/2018

Revision History

02/28/2018 - Updated section

Introduction

Fix-As-Fail

Peterbilt has determined that certain Model 320 and 520 vehicles built prior to 05/26/2016 may have water intrusion causing the window regulator to malfunction. New window regulator brackets have been designed to eliminate failures.

Resolution

When a Model 320 or 520 vehicle enters the dealership with a window regulator malfunctioning due to water intrusion, follow the attached repair procedure installing new brackets and window regulators on both driver and passenger doors.

Warranty

Through Standard Warranty, Peterbilt will pay for parts at dealer net plus applicable mark-up and labor:

2.0 hours to R&R the regulator on both doors. File a quick claim **02-18**
File a long form claim for extraordinary circumstances and reference "02-18".

For Field...	Enter...
Failure Location	002-018-011

Failure Type	235	
Claim Type	N	
SRT 002-A92	2.0	hours labor to R&R the regulator and bracket on both doors

Take-Off Parts Disposition: Destroy take-off parts 30 days after claim is paid

Parts

Parts are available from PACCAR parts.

Quantity	Part Number	Description
2	R11-6535	6535 Bracket, Door Module Control
1	R21-6009	Window Regulator, Electric, LH
1	R21-6009R	Window Regulator, Electric, RH
6	HWC09115	Machine Screw (3 for each door)
As Needed	Manus Bond 75AM	Sealant/Adhesive

Procedure

02-18 Window Regulator Procedure

Access to PACCAR's Enterprise Portal is provided as a benefit of doing business with PACCAR. All applications and content accessed through this system are confidential and proprietary and the property of PACCAR Inc and its suppliers, and must be kept strictly confidential pursuant to the contract licensing such access. Disclosure, publication, release or distribution of any material found on PACCAR systems to any person other than employees with a need to know such information is strictly prohibited. All activity on this system is monitored. If PACCAR suspects or discovers any unauthorized activity, access may be immediately terminated without prior notification. Violators may be subject to legal action.

© Copyright 2018 PACCAR Inc. All rights reserved. We welcome your [feedback](#) on this page. For technical questions or concerns about this page, please contact the [DealerNet Webmaster](#).