



Service Bulletin

R1703

Section

Brakes - 13

Description

Model Year 2017 Retrofit - Compressor Line

Release Date

4/27/2018

Introduction

Peterbilt has Model Year 2017 vehicles that have pre-production compressor line parts that require production compressor line parts.

Resolution

CAMPAIGN

The chassis may require more than one of the campaigns noted below. Ensure that the customer is aware of the work that will be performed on their particular chassis.

1. Review the attached chassis list for your dealer code and schedule your customer(s) for service if their chassis is on the list.
2. Confirm with the customer that your dealership will be the repairing location before ordering parts.
3. Do an inventory of the parts to **ensure all required parts have arrived prior to scheduling the chassis for the retrofit.**
4. If you are not using Service Management to start repair orders, review DWWC or SIR for "Complete" next to the "R1703" campaign code prior to performing this repair.
5. Follow the procedures below to R&R the compressor line.

This campaign should be performed as soon as possible to avoid the possibility of civil fines.

NOTE: See DWWC/SIR if one or more of the following campaigns also apply to a given chassis: R1701, R1702, R1703, R1704, R1705, R1706, R1707, R1708, R1709, R1710, R1711, R1712, R1713, R1714, R1715, R1716, R1717, R1718, and R1719

Warranty

Through Standard Warranty or for repairs completed by 06/01/2019, Peterbilt will pay for parts at dealer net plus applicable mark-up and labor:

- 0.6 hours labor to replace the air compressor line on a SFFA configuration. File a long form claim "**R1703**"
- 1.6 hours labor to replace the air compressor line on a SBFA. File a long form claim "**R1703A**"

| For Field... | Enter... |
|------------------|--|
| Failure Location | 013-009-023 |
| Failure Type | 700 |
| Claim Type | A |
| SRT 013-075 | 0.6 Hours Labor to R&R Compressor Hose on SFFA Configuration |
| SRT 013-983 | 1.6 Hours Labor to R&R Compressor Hose on SBFA Configuration |

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

Parts

Parts are available from PACCAR Parts. See the Compressor Line [Procedure](#).

| Quantity | Part Number | Description |
|----------|-------------|------------------|
| 1 | 2135132PET | Pipe, Compressor |

PARTS ORDERING PROCEDURE

Confirm with the customer that your dealership will be the repairing location before ordering parts and obtain the chassis number. **All orders** must be requested **through SupportLink**. Please refer to the following instructions for how to submit a SupportLink case:

1. SupportLink Case—Customer Service|Chassis Specific Orders|Other and in the **Other*** field enter "2017 QV Retrofit".
2. Enter **all** part numbers that are needed based on the Retrofit bulletins associated with the specific chassis number.
 - **If a list of part numbers is not provided in the case, the order will not be placed.** It will not be assumed all parts on the bulletins are needed since some could already be in dealer inventory. Only the part numbers provided will be ordered.
3. Enter the chassis number in its designated field. **This is required for the order to be placed to validate participation in the retrofit.**
4. Provide shipping method.
5. PPD will ship these requested parts for the specific chassis:

Contents: retrofit parts per chassis (as provided in step #2)

Shipping method: as provided in step #4

Delivery time: depends on instruction

Packing slip will include:

- ❑ Dealer Order Number as: "RETRO CH [ChassisNumber]"
 - ❑ Packing List (this may or may not match the Chassis\Parts List attached to this bulletin depending on availability of parts).
 - ❑ Secondary shipments will be identified on the order number with a suffix number, e.g. [ChassisNumber]-2. This applies to parts that are not available at the time of the initial TIB posting.
6. Ensure both the Parts and Service Managers are aware of the chassis specific order.
 7. **Ensure your dealership has all parts on hand before scheduling retrofit work.**
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Labor

Peterbilt will pay for 1.0 hours labor for R&R of the compressor line.

Procedure

R1703 Compressor Line [Procedure](#).

Attachments

[R1703 Chassis List](#)

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