



A **PACCAR** COMPANY

Kenworth Truck Company  
Customer Service Department  
PO Box 1000  
Kirkland, Washington 98083-1000  
(425) 828-5000

Date TBD

[First VIN]  
Customer Name  
Address  
City, State Zip

Subject: TIB 34-068: T880 ISX12 Line Heaters 2/3 fuses and relays not installed

Dear Kenworth Customer,

Your vehicle (listed within this letter) is eligible for a campaign to install missing line heater fuses, relays, and a new fuse panel label. This will eliminate a Malfunction Indicator Lamp (MIL) caused by these missing components and ensure line heater functionality.

Please contact a Kenworth 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 Kenworth dealer at Dealer Locator on the website [www.Kenworth.com](http://www.Kenworth.com).

When contacting your selected Kenworth dealer, refer to campaign TIB **34-068** and the VIN listed on this letter. The work will take approximately **1.0 hour**, depending on vehicle configuration and dealer scheduling. There will be no charge to you if completed within Standard Warranty (excludes Extended Warranty) or for upgrades completed by **01/01/2020**, whichever is greater. We apologize for this inconvenience but ask for your cooperation to ensure your continued satisfaction with Kenworth products.

If you require further information about this recall, reimbursement of a pre-notification remedy associated with this recall, or experience any difficulty in making arrangements for this repair, please contact Kenworth Customer Service, provide your name, your dealer's city and state, your phone number, your email address (optional), the last 8 digits of your VIN, the bulletin number, and your question, using one of the following:

Email: [Kenworth.Customer.Service@paccar.com](mailto:Kenworth.Customer.Service@paccar.com) with the bulletin number in the subject line

or

Mail: Kenworth Truck Company, P.O. Box 1000, Kirkland, WA 98083-1000, Attn: Customer Service Department

or

Phone: 425-828-5888

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

Thank you,

Shondip Chakravarty  
Director of Customer Service  
Kenworth Truck Company

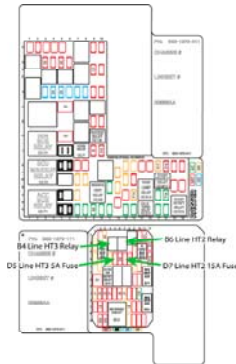
VIN: [VIN List]



## Technical Information Bulletin

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### 34-068



### Section

Wiring and Lighting – 34

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### Subject

T880 with Cummins ISX12 engine and Fault Codes 3241 and 3423

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### Release Date

1/4/2019

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### Condition

Chassis with Cummins ISX12 engines may have an active MIL lamp with fault codes 3241 and/or 3423 caused by missing Line Heater 2/3 fuses and relays.

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### Chassis Affected

34 (31 U.S. and 3 Canada) T880 vehicles built from 06/05/2018 through 06/22/2018 equipped with Cummins ISX12 engines.

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### Action

#### CAMPAIGN

Service all chassis affected that enter your dealership, even if the customer has no issue with the 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. If you are not using Service Management to start repair orders, review DWWC or SIR for "Complete" next to the "34068" campaign code prior to performing this repair.
3. Follow the procedures below to install the missing fuses and relays and install new fuse block decals.
4. If possible, order the label before bringing the chassis in for repair. See the label ordering procedure in the parts section for details.

This campaign can be performed at any time convenient for the customer (for example: during the next scheduled maintenance interval).

## Warranty

Through Standard Warranty (excludes Extended Warranty) or for repairs completed by 02/01/2020, whichever is greater, Kenworth will pay for parts at dealer net plus applicable mark-up and labor:

- 0.3 hours labor to install fuses and relays and install new fuse block decals. Use Quick Claim Code 34-068.
- File an additional claim for extraordinary circumstances. A quick claim for standard labor must be filed first.

**Take-Off Parts Disposition: N/A**

CLAIM CODING			
Failure Location:	034-004-009	Work Accomplished:	05
Failure Type:	225	Responsibility Code:	01
SRT Code:	034-xxx	Claim Type:	C

## Parts

Parts are available from PACCAR Parts.

## Label ordering procedure

**This procedure is for ordering the label only.** All other parts will be ordered through normal channels.

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 [Support Link](#)**. Please refer to the following instructions for how to submit a Support Link case:

The Support Link Case fields **must** be filled in as follows. Failure to do so **will** result in delays to the order processing.

1. **This procedure is for ordering the label only.** All other parts will be ordered thru normal channels.
2. Open Support Link Case—**Special Orders** queue. In the Subject field enter "**34-068**".
3. Enter the part number that is needed based on the bulletin associated with the specific chassis number.
  - **If the part number is not provided in the case, the order will not be placed.** Only the label part number provided will be ordered thru this process.
4. Enter the chassis number in the designated field. **This is required for the order to be placed to validate participation in the campaign.**
5. Select a shipping method.
6. PPD will ship the requested part for the specific chassis:

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

**Shipping method:** as provided in step #4

**Delivery time:** depends on selected shipping method

**Packing slip will include:**

- Dealer Order Number as: "Campaign CH [ChassisNumber]"

- Packing List (this may or may not match the Chassis\Parts List attached to this bulletin depending on availability of parts).

7. Ensure both the Parts and Service Managers are aware of the chassis specific order.

Ensure your dealership has all parts on hand before scheduling campaign work.

Quantity	Part Number	Description
2	P27-1151	Relay
1	M1N5	Fuse, 5 Amp
1	M1N15	Fuse, 15 Amp
1	S53-1373-021	Label, Cab, PDC

## **Procedure**

### **Install missing fuses and relays**

1. Install the fuses and relays as indicated in the image below.
2. D5--5A fuse
3. D7--15A fuse
4. B4 and B6--relays



The fuse panel labels are the ONLY source of fuse locations for a vehicle. Inaccurate information on the fuse panel labels can lead to incorrect diagnostics and/or excessive diagnostic times.

2. Install the new fuse panel labels.
3. Clear DTCs.

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## **Attachments**

 [Dealer\Chassis List](#)

 [Customer Letter](#)

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Authored by: OF

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