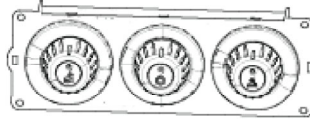




Technical Information Bulletin

01-074



Section

HVAC - 01

Subject

HVAC Controller Unresponsive After Quickly Rotating the Temperature Control

Release Date

8/30/2019

Condition

If the temperature control knob is rotated quickly, the actuator locks up, which results in loss of temperature control. Control can be regained by cycling the ignition key.

Chassis Affected

C500, T440/T470, T800, W900 chassis built from 11/01/2016 through 07/29/2019 equipped with F21-1033-11000 or F21-1033-21000 HVAC Controller.

Action

Fix-As-Fail

If a customer comes into your dealership and demonstrates the condition above, replace the HVAC controller.

Warranty

Through Standard Warranty (includes Extended Warranty) Kenworth will pay for parts at dealer net plus applicable mark-up and labor:

- 0.3 hours labor to verify problem and replace the cab HVAC controller (F21-1033-11000) used on chassis with sleepers. Use Quick Claim code 01074A.
- 0.3 hours labor to verify problem and replace the cab HVAC controller (F21-1033-21000) used on day-cabs (no sleepers). Use Quick Claim code 01074B
- 0.3 hours labor to verify problem and replace the cab HVAC controller (supersession: F21-1040-11000) used on chassis with sleepers. Use Quick Claim code 01074C

- 0.3 hours labor to verify problem and replace the cab HVAC controller (supersession: F21-1040-21000) used on day-cabs (no sleepers). Use Quick Claim code 01074D
- File an additional claim for extraordinary circumstances. A quick claim for standard labor must be filed first.

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

CLAIM CODING			
Failure Location:	001-001-102	Work Accomplished:	21
Failure Type:	390	Responsibility Code:	01
SRT Code:	001-XXX 0.1 hrs. Verify concern. 001-850 0.2 hrs. HVAC Control Module- R & R (2005 New Interior Trucks)) Includes removing knobs for MV3 valve, control module knobs & trim panel.	Claim Type:	N/E

Parts

Parts are available from PACCAR Parts.

Quantity	Part Number	Description
1	F21-1033-11000*	Cab HVAC Controller with updated software (used on chassis with sleepers)
1	F21-1033-21000**	Cab HVAC Controller with updated software (used on day-cabs (no sleepers))
* Part superseded by F21-1040-11000. Use F21-1033-11000 until no longer available.		
** Part superseded by F21-1040-21000. Use F21-1033-21000 until no longer available.		

Procedure

Verify the problem by rotating the temperature control knob back and forth quickly.

- If the HVAC controller becomes unresponsive, replace the controller.
- If the HVAC controller does not become unresponsive, disregard this bulletin and continue with normal troubleshooting.

Authored by: OF

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