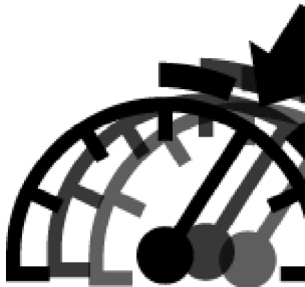




Technical Information Bulletin

E240



Section

Engine - 45

Subject

Shudder Sensation Near Governed Vehicle Speed When Using Cruise Control

Release Date

11/27/2019

Condition

Shudder sensation near the governed vehicle speed when using cruise control.

Chassis Affected

T680, T880, and W990 Model Year 2019-2020 vehicles built from 10/08/2018 through 08/05/2019 equipped with a PACCAR MX-11/MX-13 engine and a VECU with software version 9.7 or prior.

* Note: A small quantity of pre-production VECU-equipped vehicles were built prior to 10/08/2018.

Action

Fix-As-Fail

If a customer comes into your dealership and demonstrates the condition above, update the VECU software. Use the procedure below.

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 update the VECU software. Use Quick Claim code E240.
- File an additional claim for extraordinary circumstances. A quick claim for standard labor must be filed first.

Take-Off Parts Disposition: N/A

Kenworth dealers may perform E240 repairs on Peterbilt chassis, but Quick Claims do not apply. For Peterbilt chassis repairs, use the long claim input form in DWWC selecting "Draft/Offline Claims", the "General" tab, and in the "Type of Claim" drop down box, select "PACCAR Engine Claim", then manually enter claim codes (Campaign #, Failure type, and SRT).

CLAIM CODING			
Failure Location:	003-001-088	Work Accomplished:	58
Failure Type:	363	Responsibility Code:	01
SRT Code:	045-966 0.3 hrs. Update VECU software	Claim Type:	N/E

Background

The VECU Operating System helps generate the CAN data. The message sent to the engine and transmission to enact speed limits and speed control is a frequent message that enables precise control. The frequency of the message may invalidate CAN data. As a result, the engine may detect a fault and reduce torque, which can cause a shudder sensation. The VECU software update will correct this issue.

Procedure

1. Ensure DAVIE4 is up-to-date.
2. Update VECU software and any other software identified as required for compatibility.

Authored by: OF

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