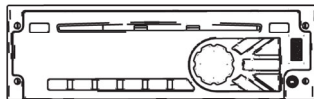




Technical Information Bulletin

52-002



Section

Electrical Accessories - 52

Subject

DEA5XX Radio Locked in ON position or Stuck in Hi Volume

Release Date

12/3/2019

Condition

DEA5XX radio may be locked in the ON position or stuck in hi volume.

Chassis Affected

T680, T880, and W990 chassis built from 11/18/2018 through 11/01/2019 with the DEA5XX radio.

Action

Fix-As-Fail

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

Warranty

Through Standard Warranty or any applicable active Extended Warranty, Kenworth will pay for parts at dealer net plus applicable mark-up and labor:

THESE CLAIMS MUST BE FILED SEPARATELY. ANY CLAIM FILED WITH BOTH CLAIMS COMBINED WILL BE REJECTED.

Quick claim for updating the radio software:

- 0.3 hours labor to update the PANA Pacific radio software (051-003). File quick claim 52002.

Long form claim for reconnecting the S-CAN cable if needed:

- 0.1 hours if the S-CAN cable was disconnected during a previous repair, file an additional long form claim to R&I the radio, includes

reconnecting the S-CAN cable (051-056).

- A quick claim for updating the radio software must be filed first.
- Refer to the long form coding for S-CAN cable reconnect table below for appropriate coding.
- Reference TIB 52-002 in the claim story.
- File an additional claim for extraordinary circumstances, referencing 52002. A quick claim for standard labor must be filed first.

Take-Off Parts Disposition: N/A

QUICK CLAIM CODING for updating the software			
Failure Location:	052-003-001	Work Accomplished:	58
Failure Type:	363	Responsibility Code:	05
SRT Code:	051-003 0.3 hrs. Update radio software. (includes download from PANA-PACIFIC)	Claim Type:	N/E
Vendor Code	52002		

LONG FORM CLAIM CODING for S-CAN cable reconnect			
Failure Location:	052-003-001	Work Accomplished:	46
Failure Type:	280	Responsibility Code:	01
SRT Code:	051-056 0.1 hrs. R&R Nav+ HD Radio Unit, Includes removing RH gauge cluster dash bezel.	Claim Type:	N/E

Procedure

i	NOTE
You can confirm the radio part number in Web ECAT by searching for DEA5*.	

1. Download the latest version of software from the PANA-PACIFIC website:

<http://www.panapacific.com/support/download/paccar-dea5xx-robustness-software-update-instructions>

2. Check compatibility of the software with the radio model.

Step 1: Check your radio's current software version to verify with the radio.

- While ignition is on, press and hold the SRC button to turn the radio off. The radio clock should show on the display when the radio is off.
- Press and hold preset 1 & 3 until the screen change (about 8 seconds).
- The radio will display four sets of eight digit numbers sequentially at about two second intervals. XXXXXXXX XXXXXXXX XXXXXXXX XXXXXXXX
- Write down the second set of numbers.
- If the second number set is equal to 18343500 then proceed to Step 2. If not, then this update is not compatible with your radio.

Step 2: If your radio is compatible, download the software package and installation instructions from the provided link below.

- Download Link

HOW TO CONTACT US

Customer Service:
Phone: 800.726.2636
Fax: 559.286.1358

Warranty Service:
Phone: 800.346.4960
Fax: 559.499.1891

Technical Support:
Phone: 866.333.7027

Telematics Support:
Phone: 877.244.4316

PRODUCT SEARCH

Search...
SEARCH

RECOMMEND DOWNLOADS

- VDO RoadLog Brochure**
2.01 MB 814 downloads
- Rand McNally TND740 Brochure**
9.68 MB 234 downloads
- OmniTracs Trailer Tracking Brochure**
1.33 MB 207 downloads
- OmniTracs IVG Brochure**
4.57 MB 430 downloads

PRODUCT CATALOG

#PANA-PACIFIC
2019 CATALOG

3. Download the files to a USB flash drive (512 MB or Bigger).

**NOTE**

The software update instructions are included with the software download and are subject to change without notice. You are advised to follow the downloaded instructions when installing the software update.

4. Connect the USB flash drive to the DEA5XX Radio.
5. Follow the instructions provided with the downloaded file to install the software update.
6. If the vehicle is equipped with a SmartWheel or other remote radio controls, confirm functionality of the remote controls. If they do not function, the S-CAN connector was likely disconnected from the radio during a previous repair. Remove the radio and reconnect the S-CAN harness to the radio.

Authored by: OF

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Service Bulletin

52-002

Section

52 - Electrical Accessories

Description

Erratic radio behaviors occurring in 567 and 579 vehicles equipped with VECU.

Release Date

12/6/2019

Introduction

Peterbilt has determined certain 567 and 579 vehicles built after October 18, 2018 with DEA540 Radio may experience the radio locked in ON position or in high volume.

Resolution

Fix-as-Fail

If a customer comes into the dealership with a 567 or 579 vehicle built within the affected time period and experiencing radio lockup, follow the procedure below to update the radio software.

Warranty

Through Standard Warranty Peterbilt will pay for labor:

- 0.3 hours labor to update the Pana Pacific radio software. File quick claim 52002.
- File an additional claim for extraordinary circumstances, referencing 052-002. A quick claim for standard labor must also be filed first.

For Field...	Enter...
Failure Location	052-003-001
Failure Type	185
Claim Type	N
Campaign Number	52-002
Labor	<p>052-002 0.3 hours of labor to update software.</p> <p>052-003 0.1 hours of labor to reconnect S-CAN cable</p>

- If the S-CAN cable was disconnected during a previous repair, file a long form claim for 0.4 hours. The claim includes 0.3 hours (052-002) to update the radio software and 0.1 hours to R&R the radio to reconnect the S-CAN cable (052-003).

Parts

No parts required - software only.

Procedure

1. Ensure ESA is up-to-date.
2. Download latest version of software from Pana Pacific website : <http://www.panapacific.com/support/download/dea5xxx-robustness-software-update-instructions-for-freightliner-kenworth-peterbilt-and-western-star>

panapacific.com/support/download

Pana-Pacific is determined to get each customer the information they need to get the most out of their products. If you cannot find a specific manual, please contact customer service at: 800-726-2636

Product Catalog

Product Manuals

- CB Radio Manuals
- Delphi Radio Manuals
- Fleetrite Product Manuals
- Panasonic Radio Manuals
- Power Inverter/Converter Manuals
- Road Choice Product Manuals
- Valor TPMS Product Manuals
- Weather Radio Manuals
- Wireless Headset Manuals

Software Updates

- Paccar DEA5XX Robustness Software Update Instructions
- Kenworth NavPlus Software Update Instructions
- Peterbilt SmartNav Software Updates Instructions

Retrofit Guides

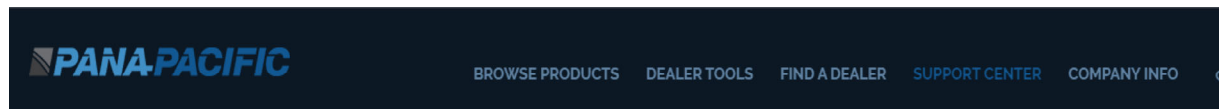
- First Generation Smartnav/NavPlus Replacement Guides

Application/Harness Guides

- View All Application/Harness Guides

Install & Troubleshooting Guides

3. Please check compatibility of software with radio model.



HOME / SUPPORT CENTER / DOWNLOADS CENTER / PACCAR DEA5XX ROBUSTNESS SOFTWARE UPDATE INSTRUCTIONS

PACCAR DEA5XX ROBUSTNESS SOFTWARE UPDATE INSTRUCTIONS

Step 1: Check your radio's current software version to verify with the radio.

- While ignition is on, press and hold the SRC button to turn the radio off. The radio clock should show on the display when the radio is off.
- Press and hold preset 1 & 3 until the screen change (about 8 seconds).
- The radio will display four sets of eight digit numbers sequentially at about two second intervals. XXXXXXXX XXXXXXXX XXXXXXXX XXXXXXXX
- Write down the second set of numbers.
- If the second number set is equal to 18343500 then proceed to Step 2. If not, then this update is not compatible with your radio.

Step 2: If your radio is compatible, download the software package and installation instructions from the provided link below.

- [Download Link](#)

The screenshot shows a website layout with four main sections:

- HOW TO CONTACT US:** Lists contact information for Customer Service, Warranty Service, Technical Support, and Telematics Support.
- PRODUCT SEARCH:** Includes a search input field and a SEARCH button.
- RECOMMEND DOWNLOADS:** Lists four brochures: VDO RoadLog Brochure (2.01 MB, 814 downloads), Rand McNally TND740 Brochure (9.68 MB, 234 downloads), Omnitracs Trailer Tracking Brochure (1.33 MB, 207 downloads), and Omnitracs IVG Brochure (4.57 MB, 430 downloads).
- PRODUCT CATALOG:** Features a large image of a truck dashboard and a 2019 CATALOG cover.

4. Copy the files in USB stick (512 MB or Bigger). Connect USB stick on DEA5XX Radio.
5. Follow the procedure below.

DEA5xx Software Update Process:

Programming Instructions

1. Turn the vehicle Ignition on
2. Turn the radio off by pressing the PWR button on the radio. The clock should display on the screen once the PWR is off
3. Copy the 5 files inside the USB_Images_APP folder in to an empty USB stick 512MB or bigger, exFAT or FAT32 format.
4. Plug in the USB stick in to the radio.
5. Radio should display "No Music"
6. Press presets 3 and 6 until the radio resets
7. Wait until the radio display "Remove USB" label.
8. Remove the USB

Verifications Instructions

To verify the reflash was successful

1. Turn the vehicle Ignition on
2. Turn the radio off by pressing the PWR button on the radio. The clock should display on the screen once the PWR is off
3. Press presets 1 and 3 until the screen changes
4. You should see AA1595AC 19363701 AA1594AC 19343500

6. If the vehicle is equipped with a SmartWheel or other remote radio controls, confirm functionality of the remote controls. If they do not function, the S-CAN connector was likely disconnected from the radio during a previous repair. Remove the radio and reconnect the S-CAN harness to the radio.

Authored by: NG

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