



A **PACCAR** COMPANY

Kenworth Truck Company
Customer Service Department
PO Box 1000
Kirkland, Washington 98083-1000
(425) 828-5888

Date TBD

[First VIN]
Customer Name
Address
City, State Zip

Subject: TIB 34-071 T680, T880, W990 Brake Lights activate when the Engine Brake is Applied on trucks ordered with this feature disabled

Dear Kenworth Customer,

Your vehicle (listed within this letter) was ordered with the feature for the Brake Lights to be Disabled when the Engine Brake is Applied but was built with this feature enabled. Therefore, your vehicle is eligible for a campaign to install a software update to disable the brake lights when the engine brake is applied.

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.

When contacting your selected Kenworth dealer, refer to campaign **TIB 34-071** 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 (includes Extended Warranty) or for upgrades completed by **04/01/2020**, 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 campaign, 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.Campaigns@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

34-071

Engine, Retarder (B)



Section

Wiring and Lighting - 34

Subject

Brake lights activate when the engine brake is applied on trucks ordered with this feature disabled.

Release Date

3/8/2019

Condition

Chassis were ordered with the feature for the Brake Lights to be Disabled when the Engine Brake is Applied but were built with this feature enabled.

Chassis Affected

85 chassis (54 U.S. and 31 Canada), T680, T880, W990 MY2019 vehicles built from 04/04/2018 through 10/26/2018 ordered with the feature for the Brake Lights to be Disabled when the Engine Brake is Applied but were built with this feature enabled. See the attached chassis list for specific chassis.

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 "34071" campaign code prior to performing this repair.
3. Follow the procedures below to update the parameters with DAVIE4.

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

interval).

Warranty

Through Standard Warranty (includes Extended Warranty) or for repairs completed by 04/01/2020, whichever is greater, Kenworth will pay for labor to update the software to disable the brake lights when the engine brake is activated:

- 0.4 hours labor to update the software. Use Quick Claim Code 34-071.
- File an additional claim for extraordinary circumstances, referencing 34071 in the CCC. A quick claim for standard labor must be filed first.

Take-Off Parts Disposition: N/A

CLAIM CODING			
Failure Location:	034-002-999	Work Accomplished:	58
Failure Type:	700	Responsibility Code:	01
SRT Code:	045-986 DAVIE 4- Download new software to PCI. (Includes programming both the PCI and ACM. Includes clearing erroneous fault codes from programming. Includes hooking up and charging batteries). 0.4 hrs.	Claim Type:	C

Procedure

See the attached procedure.

Attachments

 [Update Procedure](#)

 [DealerChassis List](#)

 [Customer Letter](#)

Authored by: OF

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Date TBD

Subject: FRN 34-071: Brake Lights Activate When Engine Brake is Applied
EXPIRATION DATE: February 01, 2020
The VINs are listed on the back or bottom of this page

Customer Name
Address
City, State Zip

Dear Peterbilt Customer,

This letter is sent to notify you that Peterbilt has released a software update to correct a parameter issue that was discovered in some Model 579 vehicles. In the affected vehicles, the application of the engine brake will cause the brake lights to illuminate. Peterbilt has determined that you own one or more of the affected vehicles.

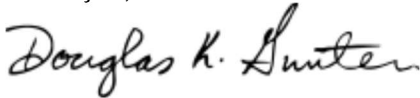
The problem is...	Brake lights activate when the engine brake is applied
Correction...	Update the software to disable the brake lights when engine brake is applied
What you must do ...	Contact your dealer immediately to schedule an appointment

Please contact a Peterbilt dealership to schedule an appointment for this work. If this work has already been performed, please disregard this letter. You can find your nearest Peterbilt dealer at Dealer Locator on the website www.Peterbilt.com. The work will take approximately 1.0 hours of labor depending on vehicle configuration and dealer scheduling. There will be no charge to you if completed prior to 04/01/2020.

We apologize for any inconvenience this may cause and thank you for your participation in helping Peterbilt provide the highest levels of customer satisfaction and service expertise.

We value your business and appreciate your ongoing loyalty to Peterbilt and its dealer network. Industry-leading quality, performance and reliability are hallmarks of Peterbilt products, and we thank you for making Peterbilt your truck of choice.

Thank you,



Doug Gunter
Director of Customer Service
Peterbilt Motors Company



Repair Notice

34-071

Section

34 - Wiring and Lighting

Description

Certain trucks were ordered with the feature for the brake lights to be disabled when the engine brake is applied but were built with this feature enabled.

Release Date

3/8/2019

Introduction

Certain Model 579 vehicles are equipped with an engine brake that may be programmed to enable the brake lights when the engine brake is applied. These vehicles were ordered with the brakes lights to be disabled when the engine brake is applied and are eligible for a software update to disable this feature.

Resolution

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 SmartLINQ Service Management to start repair orders, review the DWWC or SIR for "Complete" next to the "34071" campaign code prior to performing this repair.
 3. Follow the procedures below to update the parameters with DAVIE4.
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Warranty

For repairs completed prior to 4/1/2020, regardless of factory or extended warranty coverage, Peterbilt will pay the dealer to correct the programming for the tail lights preventing illumination during engine brake applications.

- 0.40 hours labor to update the software. Use Quick Claim Code 34071.
- File an additional claim for extraordinary circumstances, referencing 34071 in the CCC. A quick claim for standard labor must be filed first.

<i>For Field...</i>	<i>Enter...</i>
<i>Failure Location</i>	034-002-999
<i>Failure Type</i>	700
<i>Claim Type</i>	C
<i>Responsibility</i>	09
SRT 045-986	0.40 hours labor to update software

Procedure

[Procedure](#)

Attachments

[Chassis List](#)

[Customer Letter](#)

Authored by: PR

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