



Technical Information Bulletin

37-001



Section

Modules/Relays - Electrical - 37

Subject

Master Switch Module (MSM) Loses Switch Memory after Battery Disconnect Switch is Cycled

Release Date

8/28/2020

Condition

The Master Switch Module (MSM) may lose dash switch memory and functionality when the battery disconnect switch is cycled.

Chassis Affected

T680, T880, and W990 chassis, chassis model year 2017 through 2020, built from 06/08/2017 through 9/20/2019, equipped with a MSM part numbers Q21-1111-004 or Q21-1111-005.

Action

Fix-As-Fail

If a customer comes into your dealership and demonstrates the condition above, replace the MSM. 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:

- 0.5 hours labor to remove & replace the MSM and perform the switch learn procedure.

- The take-off part number must be included in the claim. This bulletin only covers MSM part numbers Q21-11111-004 and Q21-11111-005.

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

CLAIM CODING			
Failure Location:	003-006-012	Work Accomplished:	35
Failure Type:	395	Responsibility Code:	01 / 06
SRT Code:	045-070 0.3 hrs. Master Switch Module (MSM) R&R - Includes R&R of Lower Kick Panels and Center Console, DAVIE 4 hookup. Also includes switch relearn 100-529 0.2 hrs. Battery - Disconnect batteries for troubleshooting or when required by RMI R&R procedure (Includes fairing/step R&R)	Claim Type:	N / E

Parts

Parts are available from PACCAR Parts.

Quantity	Part Number	Description
1	Q21-1136-001-002	Master Switch Module

Procedure

Refer to the [SM034-003 2018 Multiplex Electrical System \(VECU\)](#) service manual for replacement procedure.

Authored by: OF

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Service Bulletin

37-001

Section

37 - Modules/Relays - Electrical

Description

Dash Switches Not Functioning Properly

Release Date

8/26/2020

Introduction

Peterbilt has determined that certain model 567 and 579 trucks, built from 9/13/2018 to 9/20/2019, may have been equipped with a Master Switch Module (MSM) that could lose dash switch memory and functionality when the battery disconnect switch is cycled.

Resolution

Fix as Fail

If a customer comes into your dealership and demonstrates the condition above, follow the procedure below to remove and replace the MSM.

Warranty

Through Standard Warranty, Peterbilt will pay for parts at dealer net plus applicable mark-up and labor:

- 0.4 hours labor to remove and replace the MSM. Use a long form claim and reference 37001.
- Ensure all required parts have arrived prior to scheduling the chassis for the repair.
- The take-off part must be Q21-1111-004 or Q21-1111-005. Include the take-off part number in the claim.

For Field...	Enter...
Failure Location	003-006-012
Failure Type	185
Claim Type	N
Campaign Number	37-001

Labor:	SRT 045-070 0.2 hours – Master Switch Module (MSM) R&R - Includes R&R of Center Console, cupholder, and DAVIE 4 hookup. Also includes switch relearn. SRT 100-529 0.2 hours – Disconnect the batteries.
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Take off parts disposition: Destroy parts 30 days after the claim has been paid.

Parts

Parts are available from Paccar Parts.

Quantity	Part Number	Description
1	Q21-1136-001-002	Master Switch Module

Procedure

Refer to [SM034-004 Multiplex Electrical System Service Manual](#). Go to the section “Replacing the Master Switch Module (MSM)” in Chapter 10.

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