



Technical Information Bulletin

02-160



Section

Cab - 02

Subject

Windshield Washer Pump Fails to Spray

Release Date

2/10/2021

Condition

Windshield washer pumps stop working resulting in pump replacement. The failed pumps then are noted as [NTE](#) by the supplier; finding the internal mesh to be clogged with debris. After debris is removed from the mesh, the pump works as intended.

Chassis Affected

All chassis.

Action

Information Only

During diagnostics for this condition, confirm the internal mesh at the washer pump is not clogged.

Warranty

Clogging of the internal mesh of the washer pump is not a warrantable defect in workmanship or material.

Procedure

Please follow your dealership's safety procedures and precautions to ensure the vehicle can be safely repaired and maintained.

This procedure is provided for reference only.

After confirming there are no restrictions, obstructions, or connection failures in the washer pump tubing, inspect pump when it does not appear to be working. A visual inspection can determine if debris is present before deciding to replace the pump.

1. Drain the washer reservoir and remove the pump from the washer reservoir.
2. Take a look at the pump side that interfaces with the bottle and determine if the mesh screen is clogged.



3. If yes, remove any debris and test the pump actuation.
 - Determine, and if possible, eliminate source of debris.
 - **If the pump works**, reinstall it and continue with appropriate troubleshooting.
 - **If the pump does not work**, then replace it with a new pump.
 - Make note in any Warranty claim that the visual inspection was completed.
4. Refill the washer bottle with windshield washer fluid. Do not use water!

Authored by: OF

Access to PACCAR's Enterprise Portal is provided as a benefit of doing business with PACCAR. All applications and content accessed through this system are confidential and proprietary and the property of PACCAR Inc and its suppliers, and must be kept strictly confidential pursuant to the contract licensing such access. Disclosure, publication, release or distribution of any material found on PACCAR systems to any person other than employees with a need to know such information is strictly prohibited. All activity on this system is monitored. If PACCAR suspects or discovers any unauthorized activity, access may be immediately terminated without prior notification. Violators may be subject to legal action.

© Copyright 2021 PACCAR Inc. All rights reserved. We welcome your [feedback](#) on this page. For technical questions or concerns about this page, please contact the [DealerNet Webmaster](#).



Technical Information Bulletin

02-160



Section

02 - Cab Exterior

Subject

Windshield Washer Pump Fails to Spray

Release Date

2/10/2021

Condition

Windshield washer pumps stop working, resulting in pump replacement. The failed pumps then are noted as NTF (No Trouble Found) by the supplier; finding the internal mesh to be clogged with debris. After debris is removed from the mesh, the pump works as intended.

Chassis Affected

All chassis.

Action

Information Only

During diagnostics for this condition, confirm the internal mesh at the washer pump is not clogged.

Warranty

Clogging of the internal mesh in the washer pump is not a warrantable defect in workmanship or material.

Procedure

Please follow your dealership's safety procedures and precautions to ensure the vehicle can be safely repaired and maintained.

This procedure is provided for reference only.

After confirming there are no restrictions, obstructions or connection failures in the washer pump tubing, inspect the pump when it does not appear to be working. A visual inspection can determine if debris is present before deciding to replace the pump.

1. Drain the washer reservoir and remove the pump from the washer reservoir.
2. Take a look at the pump side that interfaces with the bottle and determine if the mesh screen is clogged.



3. If yes, remove any debris and test the pump actuation.
 - Determine, and if possible, eliminate the source of the debris.
 - **If the pump works**, reinstall it and continue with appropriate troubleshooting.
 - **If the pump does not work**, then replace it with a new pump.
 - Make note in any Warranty claim that the visual inspection was completed.
4. Refill the washer bottle with windshield washer fluid. Do not use water.

Authored by: PR

Access to PACCAR's Enterprise Portal is provided as a benefit of doing business with PACCAR. All applications and content accessed through this system are confidential and proprietary and the property of PACCAR Inc and its suppliers, and must be kept strictly confidential pursuant to the contract licensing such access. Disclosure, publication, release or distribution of any material found on PACCAR systems to any person other than employees with a need to know such information is strictly prohibited. All activity on this system is monitored. If PACCAR suspects or discovers any unauthorized activity, access may be immediately terminated without prior notification. Violators may be subject to legal action.

© Copyright 2021 PACCAR Inc. All rights reserved. We welcome your [feedback](#) on this page. For technical questions or concerns about this page, please contact the [DealerNet Webmaster](#).