

52-004 Radio Software Updates

7/15/2021

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52-004

Section

Electrical Accessories - 52

Subject

Radio Software Updates for DEA600/610 and DEA700 Radios

Whats New Abstract

Fix-As-Fail - Outdated radio software may cause a temporary loss of speaker or display functions. A software update is required to resolve this issue.

Condition

Outdated radio software may cause the following issues.

- Peterbilt model 579/567 chassis equipped with model DEA700 ConcertClass radio and four or more speakers may experience loss of rear speakers during ignition cycling. (Part number: PP107180-7xxxxxxx)
- Peterbilt model 348, 337, 330, 325 and 520 chassis equipped with model DEA700 ConcertClass radio may experience the loss of reverse/mute function when reverse is engaged (Part number: PP107180-7xxxxxxx)
- Peterbilt model 579, 567, 548, 537, 536, 535, 389, 367, 365, 348, 337, 330, 325 chassis equipped with model DEA600/610 SmartNAV radio may experience the loss of screen display or frozen display (Part numbers: PP107006, PP107007)

Chassis Affected

- Chassis model 579, 567, 548, 537, 536, 535, 389, 367, 365, 348, 337, 330, 325 and 520 with model DEA 600/610 Radio.
- Chassis model 579, 567, 548, 537, 536, 535, 389, 367, 365, 348, 337, 330, 325 and 520 with model DEA 700 radio manufactured prior to 11/23/2020.

Action

Fix-As-Fail

If a customer comes into your dealership and demonstrates one of the conditions above, use the indicated procedure below to update the software.

Warranty

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

- 0.3 hours labor to reflash the radio with the latest Radio software.

- Excess software updates performed due to incorrect software downloads may not be claimed under warranty.

PRWS CLAIM CODING			
Campaign Code:	N/A	Campaign Type	Non-Campaign
Claim Category:	Truck	Repair Type	Fix-As-Fail
Customer Concern Code	29	Causal Code	95
Corrective Action Code	23	Responsibility Code:	Camp
Failure Location	052-003-001	Causal Parts	Source model specific p/n from WebEcat <ul style="list-style-type: none"> • PP107006 • PP107007 • PP107180-7
Supplier Code	N/A	SRT Code	051-053 0.3 hours labor – Reflash radio with latest software

CLAIM CODING			
Failure Location:	052-003-001	Work Accomplished:	58
Failure Type:	364	Responsibility Code:	09
SRT Code:	051-053 0.3 hours labor – Reflash radio with latest software	Claim Type:	N

Procedure

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

Please follow the procedure provided in the PanaPacific link below.

Model DEA 600/610 Software Update Instructions

- <https://www.panapacific.com/support/download-2/peterbilt/smartnav-software-update-instructions>

Model DEA 700 Software Update Instructions

1. Go to the website in the link below. You will find a folder titled USB and a PowerPoint file at the link.
2. Download the USB folder to a USB thumbdrive and follow the instructions included in the PowerPoint.

- [https://www.panapacific.com/support/download-2_\(Use DEA 7xx Paccar Improvement SW\)_](https://www.panapacific.com/support/download-2_(Use_DEA_7xx_Paccar_Improvement_SW)_)

52-004: DEA600/610 and DEA700 Radio temporary loss of speaker or display functions

7/15/2021

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52-004

Section

Electrical Accessories - 52

Subject

DEA600/610 and DEA700 Radios temporary loss of speaker or display functions

Whats New Abstract

Fix-As-Fail - DEA600/610 and DEA700 radio software may cause a temporary loss of speaker or display functions. A software update is required to resolve this issue.

Condition

Outdated radio software may cause the following issues.

- Kenworth model T680/T880 chassis equipped with model DEA700 radio and four or more speakers may experience loss of rear speakers during ignition cycling. (Part number: PP107180-7XX)
- Kenworth model T680, T880, W990, T180, T280, T380, T480 chassis equipped with model DEA600/610 NavPlus radio may experience the loss of screen display or frozen display (Part numbers: PP107006, PP107007)

Chassis Affected

T680 and T880 chassis manufactured before 9/28/2020.

W990, T180, T280, T380, T480 chassis manufactured before 11/23/2020.

Action

Fix-As-Fail

If a customer comes into your dealership and demonstrates one of the conditions above, use the indicated procedure below to update the software.

Warranty

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

- 0.3 hours labor to reflash the radio with the latest Radio software.

PRWS CLAIM CODING			
Campaign Code	N/A	Campaign Type	Non-Campaign
Claim Category	Truck	Repair Type	Fix-As-Fail
Customer Concern Code	029	Causal Code	95
Corrective Action Code	23	Responsibility Code	Camp
Failure Location	052-003-001	Causal Part	Verify the part number in WebECAT: <ul style="list-style-type: none"> • PP107006 • PP107007 • PP107180-7
Supplier Code	N/A	SRT Code	051-053 0.3 hrs. labor Reflash radio with latest software.

CLAIM CODING			
Failure Location:	052-003-001	Work Accomplished:	58
Failure Type:	363	Responsibility Code:	N/E
SRT Code:	051-053 0.3 hrs. labor Reflash radio with latest software.	Claim Type:	N/E

Procedure

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

Follow the procedures provided in the PanaPacific links below.

Model DEA600 Software Update Instructions

- <https://www.panapacific.com/support/download-2/kenworth/navplus-software-update-instructions>

Model DEA700 Software Update Instructions.

1. Go to the website in the link below. You will find a folder titled USB and a PowerPoint file at the link.
 2. Download the USB folder to a USB thumbdrive and follow the instructions included in the PowerPoint.
 3. Instructions for installing a NAV+ software update can be found at <https://kenworth.com/resources/technology-resources/>
- <https://www.panapacific.com/support/download-2>

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