

02-163: T680 NextGen Camouflage Wrap Removal

7/15/2021

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02-163

Section

02 – Cab Exterior

Subject

T680 NextGen Camouflage Wrap Removal

Whats New Abstract

Non-Safety Campaign - A vinyl camouflage wrap was applied to T680 NextGen built during the pre-production phase of the product launch. The wrap can now be removed.

Condition

A vinyl camouflage wrap was applied to T680 NextGen built during the pre-production phase of the product launch. The purpose of the wrap was to protect the confidentiality of the trucks until the unveiling.

Chassis Affected

19 chassis (19 U.S. and 0 Canada), Model Year 2021 T680 NextGen vehicles built from 06/15/2020 through 10/23/2020 equipped with camouflage wrap. 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 SIR for "Complete" next to the "02163" campaign code prior to performing this repair.
3. Follow the procedures below remove the camouflage wrap.

Warranty

Through Standard Warranty or for repairs completed by 08/01/2022, whichever is greater, Kenworth will pay for parts at dealer net plus applicable mark-up and labor:

- 2.6 hours labor to remove the vinyl camo wrap from a Day Cab. This time includes removing and reinstalling all components necessary for access as well as the clean idle label. File a long form claim and reference campaign 02163.
- 4.0 hours labor to remove the vinyl camo wrap from a Cab and Sleeper. This time includes removing and reinstalling all components necessary for access as well as the clean idle label. File a long form claim and reference campaign 02163.

PRWS CLAIM CODING			
Campaign Code:	02163	Campaign Type	Field Repair
Claim Category:	Truck	Repair Type	Proactive
Customer Concern Code	173	Causal Code	A1
Corrective Action Code	25	Responsibility Code:	Camp
Failure Location	002-033-008	Causal Part	L29-1311-100
Supplier Code	N/A	SRT Code	002-164: Day Cab only - 2.6 hours to remove vinyl wrap and clean surfaces. Includes all necessary R&R. 002-165: Cab and Sleeper only - 4.0 hours to remove vinyl wrap and clean surfaces. Includes all necessary R&R.

CLAIM CODING			
Failure Location:	002-033-008	Work Accomplished:	43
Failure Type:	700	Responsibility Code:	01
SRT Code:	002-164: Day Cab only - 2.6 hours to remove vinyl wrap and clean surfaces. Includes all necessary R&R. 002-165: Cab and Sleeper only - 4.0 hours to remove vinyl wrap and clean surfaces. Includes all necessary R&R.	Claim Type:	C

Parts

The following parts are available from PACCAR Parts.

Quantity	Part Number	Description
1	Y53-1075	MX ONLY - Clean Idle Label
As needed	Source Locally	Citrus cleaner as recommended by 3M.
As needed	051138-67638	Conspicuity tape

The following parts are NOT available from PACCAR parts. Please source from Cummins.

Quantity	Part Number	Description
1	5259894	CUMMINS ONLY – Clean Idle Label

Procedure

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

Camo Wrap Removal

1. Camo wrap may be underneath some components such as mirrors and emblems. Time is included to remove the components as necessary to remove the wrap.
 - If the chassis has a Clean Idle Label on the door, a new label must be installed after removing the wrap. See Clean Idle Label below for specific instructions.
2. Refer to the procedure on the [3M website](#) for guidance on the removal of films and sheeting.
3. Reinstall all of the components that were removed for access to the vinyl camo wrap.
4. If conspicuity tape was attached to the camo wrap, install new tape.

Clean Idle Label

1. The Clean Idle label was installed on the outer surface of the camo wrap. The sticker has a tamper-proof design and cannot be reused.
2. Refer to the Parts section for the appropriate label part number according to engine.
3. Refer to WebECAT drawings for the appropriate installation location.
 - a. Enter the Chassis number (last 6 of VIN) into the "Enter Serial Number" field.
 - b. Enter **3Y00300A* label part number** into the "Enter Search Phrase" field and run the search.
 - c. Expand the information that populates to show the CARB Label installation.
4. Use the CARB Label installation number displayed in WebECAT to install the label in the correct location.
5. Clean the surface of residue and place the label in the correct location.
6. Take a photo of the installed label and attach it to the warranty claim.

Attachments

[Chassis List](#)

[Customer Letter](#)

Authored by: OF



A **PACCAR** COMPANY

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

Date TBD

Scan this QR code to open
the Kenworth Dealer Locator.



[First VIN]
Customer Name
Address
City, State Zip

Subject: TIB 02-163: T680 NextGen Camouflage Wrap Removal

Dear Kenworth Customer,

Kenworth is pleased to inform you that your T680 NextGen chassis is eligible for removal of the vinyl camouflage wrap. The vinyl camouflage wrap was applied to T680 NextGen chassis to maintain confidentiality of the improved aerodynamic features and styling until product launch.

The issue is...

A protective camouflage wrap was applied to the chassis to maintain confidentiality of the improved aerodynamic features and styling.

What your dealer will do...

Dealers will remove the camouflage wrap.

What you must do ...

Contact your Kenworth Dealer to schedule an appointment for repair

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 **02-163** and the VIN listed on this letter. The work will take approximately **4.0 hour/s**, depending on vehicle configuration and dealer scheduling. There will be no charge to you if completed by **08/01/2022**.

If you require further information about this campaign 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

Thank you,

Annick Hollingsworth
Director of Service Platforms
Kenworth Truck Company

VIN: [VIN List]