

42-059: Horton Fan Controller Fault – Fan Remains Activated

11/15/2021

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42-059

Section

Cooling - 42

Subject

Diagnostic Trouble Code (DTC) 6637 and/or 3838 is generated due to fan speed and a communication error broadcasted on the communication bus. This results in the fan remaining activated until the DTC is cleared, or the power is cycled On and Off.

Whats New Abstract

Non-Safety Campaign – Vehicles with a Cummins X15 engine and Horton fan drive may set Diagnostic Trouble Code (DTC) 6637 and/or 3838 due to fan speed that results in the fan remaining activated until the power is cycled. A new controller will resolve the issue.

Condition

Vehicles equipped with a Cummins X15 engine and a Horton 2 Speed Fan Controller may set a DTC due to fan speed and a communication error broadcasted on the communication bus. This error may result in the fan drive remaining activated until the DTC is cleared, or until the vehicle power is cycled On and Off.

Chassis Affected

81 (U.S. 45 and Canada 36) model T680/T880 chassis built from 11/08/2018 through 07/31/2020 with a Cummins X15 engine and Horton fan drive.

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" or "In Process" next to the "42059" campaign code prior to performing this repair.
3. Follow the procedures to replace the controller.

Warranty

For repairs completed by 12/01/2022, Kenworth will pay for parts at dealer net plus applicable mark-up and labor:

- 0.3 hours labor to R&R the Horton 2 speed fan controller. Use Quick Claim Code 42059.
- File an additional claim for extraordinary circumstances. A quick claim for standard labor must be filed first.
- File the claim within 14 days in accordance with the Warranty Policy CA009.
- Direct Fleets and Dealer Sponsored Fleets (DSF) may not use quick claims when submitting for repairs on chassis related to this bulletin but must submit a long form specifying part numbers, quantities, and pricing for parts used in the repair. Submittal of a Quick Claim for repairs made by the Fleet will be denied as pricing is incorrect on quick claims.

Take-Off Parts Disposition: Ship take-off parts to supplier per ship code:

PRWS CLAIM CODING			
Campaign Code:	42059	Campaign Type	Field Repair
Claim Category:	Truck	Repair Type	Proactive
Customer Concern Code	173	Causal Code	33
Corrective Action Code	03	Responsibility Code:	CampSupp
Failure Location	042-003-024	Causal Part	56240087
Supplier Code	08369AB	SRT Code	048-051 0.3 hrs. R&R Horton 2 speed fan controller.

CLAIM CODING			
Failure Location:	042-003-024	Work Accomplished:	58
Failure Type:	700	Responsibility Code:	05
SRT Code:	048-051 0.3 hrs. R&R Horton 2 speed fan controller.	Claim Type:	9
Vendor Code	42059	Campaign Field	42059

Parts

Parts are available from PACCAR Parts.

Quantity	Part Number	Description
1	9956240087	DI+ controller

Procedure

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

1. Locate the fan controller on the engine.
2. Remove the two electrical connectors on each end.
3. Remove the two 10mm bolts from the bracket holding the controller and remove the controller.
4. Reinstall the new controller, ensuring each end of the controller matches each electrical plug and then reinstall the bracket and the two 10mm bolts.

5. Plug the electrical connectors to the appropriate end of the controller.



Attachments

[Chassis List](#)

[U.S. Customer Letter](#)

[Canada 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

[First VIN]
Customer Name
Address
City, State Zip

Scan this QR code to open
the Kenworth Dealer Locator.



Subject: TIB 42-059: Horton Fan Controller Fault Code

Dear Kenworth Customer,

Your vehicle (listed within this letter) is eligible for a campaign to receive an improved Horton fan controller. Some T680 and T880 chassis equipped with Cummins X-15 engines may experience an engine cooling fan that always stays on due to a fault within the fan controller. This condition may set Diagnostic Trouble Codes (DTC) 6637 and 3838. The improved Horton fan controller will allow the fan to function as designed.

<i>The problem is...</i>	The Horton fan controller identified on your vehicle may not function as designed and may remain activated.
<i>What your dealer will do...</i>	The dealer will replace the Horton fan controller.
<i>What you must do ...</i>	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 42-059 and the VIN listed on this letter. The work will take approximately **1.0 hours**, depending on vehicle configuration and dealer scheduling. There will be no charge to you if completed by **12/01/2022**. We apologize for this inconvenience but ask for your cooperation to ensure your continued satisfaction with Kenworth products.

If you had this repair performed before you received this letter, you may be eligible to receive reimbursement for the cost of obtaining a pre-notification remedy of the problem associated with this campaign. Please contact your Kenworth dealer for more information.

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

If you no longer own this vehicle, we would appreciate your advising us of the new owner if you know their name.

Thank you,

Annick Hollingsworth
Director of Service Platforms
Kenworth Truck Company

VIN: [VIN List]



A **PACCAR** COMPANY

Kenworth Truck Company
Customer Service Department
PO Box 1000
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Thank you,

Annick Hollingsworth
Director of Service Platforms
Kenworth Truck Company

VIN: [VIN List]

Date à être déterminée

Balayez ce code à barres afin d'accéder
à Dealer Locator de Kenworth

[Premier NIV]
Nom du client
Adresse
Ville, province, code postal



Objet : Campagne TIB 42-059 – Code de défectuosité du régulateur de ventilateur Horton

Cher client Kenworth,

Votre véhicule (cité à la présente) est admissible à une campagne afin de recevoir un régulateur de ventilateur Horton amélioré. Il est possible que sur certains châssis de modèles T680 et T880, équipés de moteurs Cummins X-15, le ventilateur de refroidissement du moteur demeure toujours actif suite à une défectuosité à l'intérieur du régulateur de ventilateur. Cette condition peut générer les codes d'anomalie (DTC) 6637 et 3838. Le régulateur de ventilateur Horton amélioré permettra au ventilateur de fonctionner tel que prévu.

Le problème...	Il est possible que le régulateur de ventilateur Horton identifié dans votre véhicule ne fonctionne pas tel que prévu et demeure actif.
Ce que fera votre concessionnaire...	Le concessionnaire remplacera le régulateur de ventilateur Horton
Ce que vous devez faire ...	Communiquer avec votre concessionnaire Kenworth afin de prendre rendez-vous pour la réparation

Veillez communiquer avec un concessionnaire Kenworth afin de prendre rendez-vous pour ce travail. Si vous avez déjà fait effectuer ce travail, veuillez ignorer la présente. Vous pouvez trouver votre concessionnaire Kenworth le plus près en consultant Dealer Locator sur le site Web www.Kenworth.com.

Au moment de communiquer avec le concessionnaire Kenworth de votre choix, vous référer à la campagne TIB 42-059 ainsi qu'au NIV cité à la présente. Le travail nécessitera environ **1.0 heure** selon la configuration du véhicule et la disponibilité du concessionnaire et sera effectué sans frais s'il est complété avant le **01/12/2022**. Nous nous excusons pour cet inconvénient mais sollicitons votre collaboration afin d'assurer votre satisfaction continue envers les produits Kenworth.

Si vous avez déjà fait effectuer cette réparation avant la réception de la présente, vous pourriez être admissible à un remboursement de vos frais pour avoir remédié sans préavis au problème concerné par cette campagne. Veuillez communiquer avec votre concessionnaire Kenworth pour plus d'information.

Si vous avez besoin de plus d'information au sujet de cette campagne ou rencontrez des difficultés à prendre rendez-vous pour cette réparation, veuillez communiquer avec le Service à la clientèle de Kenworth en fournissant votre nom, la ville et la province de votre concessionnaire, votre numéro de téléphone, votre adresse courrier (optionnelle), les 8 derniers chiffres de votre NIV, le numéro de bulletin ainsi que votre question selon l'une des façons suivantes

Courriel : Kenworth.Campaigns@paccar.com avec le numéro de bulletin en ligne objet

ou

Poste : Kenworth Truck Company, P.O. Box 1000, Kirkland, WA 98083-1000, à l'attention du département du service à la clientèle

ou

Téléphone : 425-828-5888

Si ce véhicule ne vous appartient plus, nous apprécierions que vous nous fassiez part du nom du nouveau propriétaire, si vous le connaissez.

Merci,

Annick Hollingsworth
Directrice des plateformes de service
Kenworth Truck Company