

Sélectionner la date

LETTRE DE CAMPAGNE

Cet avis concerne votre véhicule. Votre (vos) NIV(s) se trouve(nt) au bas ou au verso de la présente.

Objet : Campagne 42-059 – Défectuosité du régulateur de ventilateur Horton – Le ventilateur demeure actif
DATE D'EXPIRATION : 11/15/2022

Cher client Peterbilt,

Chez Peterbilt, nous sommes heureux de vous informer que certains véhicules de modèles 567/579, équipés d'un moteur Cummins X15 et fabriqués entre le 04 mars 2019 et le 30 juillet 2020 sont admissibles à recevoir un régulateur de ventilateur Horton amélioré. Il est possible que le régulateur de ventilateur Horton installé dans votre véhicule ne fonctionne pas comme prévu et puisse demeurer actif. Cette condition peut générer les codes d'anomalie (DTC) P6637 et P3838. Le régulateur de ventilateur Horton amélioré permettra au ventilateur de fonctionner tel que prévu.

Qu'est-ce que Peterbilt améliore ?

Il est possible que le régulateur de ventilateur Horton de votre véhicule ne fonctionne pas tel que prévu et demeure actif.

Quel effet aura cette amélioration ?

Le concessionnaire remplacera le régulateur de ventilateur Horton.

Que devriez-vous faire?

Communiquer immédiatement avec votre concessionnaire afin de prendre rendez-vous.

Veuillez communiquer avec un concessionnaire Peterbilt afin de prendre rendez-vous pour cette amélioration. Pour trouver votre concessionnaire Peterbilt, veuillez consulter Dealer Locator sur www.Peterbilt.com ou balayer le code à barres. Au moment de communiquer avec votre concessionnaire Peterbilt, vous référer à la campagne 42-059 – Régulateur de ventilateur Horton ainsi qu'au(x) NIV(s) cité(s) à la présente. Le travail pour cette amélioration nécessitera environ 1.0 heure de main-d'œuvre selon la configuration du véhicule et la disponibilité du concessionnaire et sera effectué sans frais s'il est complété dans le cadre de la garantie de base ou avant le 11/15/2022, selon la date la plus éloignée.

Nous anticipons l'occasion qui nous est offerte de vous livrer cette amélioration de produit témoignant de l'effort que nous mettons à offrir les plus hauts niveaux de satisfaction de la clientèle et d'expertise de service. Nous apprécions votre entreprise ainsi que votre constante fidélité envers Peterbilt et son réseau de concessionnaires. Les produits Peterbilt se distinguent en étant leader de l'industrie en matière de qualité, performance et fiabilité et nous vous remercions de faire d'un Peterbilt votre camion préféré.

Salutations,



Michelle Ponsonby
Directrice du service à la clientèle
Peterbilt Motors Company

Scan this QR code to open the
Peterbilt Dealer Locator.



Select the date.

CAMPAIGN LETTER

This notice applies to your vehicle. Your VIN(s) can be found on the bottom or back of this page.

Subject: 42-059 – Horton Fan Controller Fault – Fan Remains Activated
EXPIRATION DATE: 11/15/2022

Dear Peterbilt Customer,

Peterbilt is pleased to inform you that certain Model 567/579 vehicles manufactured with a Cummins X15 engine built between March 04, 2019 and July 30, 2020 are eligible to receive an improved Horton fan controller. The Horton fan controller identified on your vehicle may not function as designed and may remain activated. This condition may set Diagnostic Trouble Codes (DTC) P6637 and P3838. The improved Horton fan controller will allow the fan to function as designed.

What is Peterbilt improving?

The Horton fan controller on your vehicle may not function as designed and may remain activated.

What will this improvement do?

The dealer will replace the Horton fan controller.

What should you do?

Contact your dealer immediately to schedule an appointment.

Please contact a Peterbilt dealership to schedule an appointment for this improvement. To find your Peterbilt dealer, please visit the Dealer Locator at www.Peterbilt.com or scan the QR code. When contacting your Peterbilt dealer, refer to campaign 42-059 Horton Fan Controller and the VIN(s) listed in this letter. The work for this improvement will take approximately 1.0 hour of labor depending on vehicle configuration and dealer scheduling. There will be no charge to you if completed within standard warranty or by November 15, 2022, whichever is later.

We look forward to the opportunity to deliver this product improvement as part of our effort to provide the highest levels of customer satisfaction and service expertise. We value your business and appreciate your ongoing loyalty to Peterbilt and its dealer network. Industry-leading quality, performance and reliability are hallmarks of Peterbilt products, and we thank you for making Peterbilt your truck of choice.

Sincerely,



Michelle Ponsonby
Director of Customer Service
Peterbilt Motors Company

Scan this QR code to open the
Peterbilt Dealer Locator.



42-059 Horton Fan Controller Fault - Fan Remains Activated

11/22/2021

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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.

Revision

11/16/2021 - Updated the chassis list.

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

62 (U.S. – 52 and Canada – 11) model 567/579 chassis built from 03/04/2019 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, Peterbilt 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.
- 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.

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 hours labor – R&R Horton 2 speed fan controller

CLAIM CODING			
Failure Location:	042-003-024	Work Accomplished:	69
Failure Type:	700	Responsibility Code:	09
SRT Code:	048-051 – 0.3 hours labor – R&R Horton 2 speed fan controller	Claim Type:	C
Vendor Code	42059-00	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](#)

[Customer Letter English](#)

[Customer Letter French](#)