

# R2304 - Peterbilt Model 520 QV/VV Digital Display Retrofit

6/30/2023

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R2304

## Subject

Peterbilt Model 520 QV/VV Digital Display Retrofit.

## Whats New Abstract

Quality and Volume Validation vehicles built for the 520 VMUX program between July 2019 and December 2020 are eligible for a retrofit of the digital display to a production intent unit that features updated base software, secured hardware, and the ability to be updated with software released after February 2021.

## Condition

Peterbilt has determined that certain model 520 QV/VV chassis' are equipped with pre-production digital displays that are not production intent with full features.

## Chassis Affected

14 - Model 520 Quality and Volume Validation (QV/VV) vehicles built for the 520 VMUX program between July 2019 and December 2020.

## Action

### Campaign

Service all chassis affected that enter your dealership, even if the customer has no issue with the chassis.

- Review the attached chassis list for your dealer code and schedule your customer(s) for service if their chassis is on the list.
- In Service Management, select Campaign **R2304** to add it to the case.
- If the unit is released back into service without performing the repair, make sure to also release the campaign in Service Management.
- If you are not using Service Management to start repair orders, review SIR for "Complete" next to the **R2304** campaign code prior to performing this repair.
- Follow the procedures below to remove and replace the vehicle's Digital Display(s) and update appropriate software.

## Warranty

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For repairs completed by **07/01/2024**, Peterbilt will pay for parts at dealer net plus applicable mark-up and labor.

- **0.6 hours** labor to remove, replace, and program digital display module when truck is equipped with one digital display. Use quick claim code **R2304A**.
- **1.4 hours** hours labor to remove, replace and program digital display modules when truck is equipped with two digital displays. Use quick claim code **R2304B**.
- For extraordinary circumstances, please use code **R2304**. Add from “Recommended Repairs”, then select the gear icon to edit Parts/Labor/Misc.
- File the claim within 14 days in accordance with Warranty Policy.

PRWS CLAIM CODING			
<b>Campaign Code:</b>	R2304	<b>Campaign Type:</b>	Retrofit
<b>Claim Category:</b>	Truck	<b>Repair Type:</b>	Proactive
<b>Customer Concern Code:</b>	296	<b>Causal Code:</b>	95
<b>Corrective Action Code:</b>	12	<b>Responsibility Code:</b>	CAMP
<b>Failure Location:</b>	003-002-024	<b>Causal Part:</b>	Q43-6099-100-100
<b>Supplier Code:</b>	N/A	<b>SRT Code:</b>	<p><b>003-050</b>  <b>0.6 hours</b>  labor to remove, replace, and program digital display module when truck is equipped with one digital display.</p> <p><b>EDD-003</b>  <b>1.4 hours</b>  labor to remove,</p>

			replace and program digital display modules when truck is equipped with two digital displays.
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## Parts

Parts are available from PACCAR Parts.

Quantity	Part Number	Description
1 or 2	Q43-6100-100-100	Digital Display
1	S92-6509-1500	Harness - Ethernet

## Procedure

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

The repair procedure can be found in the Links section.

## Attachments

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[R2304 Repair Procedure](#)

[R2304 Chassis List](#)

[R2304 US Customer Letter](#)



A **PACCAR** COMPANY

Peterbilt Motors Company  
Customer Service Department  
1700 Woodbrook St.  
Denton, TX 76205  
(940) 591-4000

Date TBD

Subject: Field Repair Notice R2304: Model 520 QV/VV Digital Display Retrofit  
EXPIRATION DATE: 07/01/2024

Dear Peterbilt Customer,

Peterbilt is offering improved production level parts for certain Model 520 chassis, equipped with pre-production parts, manufactured from July 2019 through December 2020. You have been identified as owning one or more such vehicles and are eligible for a campaign to upgrade your vehicle's Digital Display with a newer production part and software to ensure optimal performance.

**What is Peterbilt improving?**

Your pre-production vehicle is eligible for an improved production level Digital Display Module and software.

**What will this improvement do?**

Update pre-production part to current production part and update software.

**What should you do?**

Contact your Peterbilt Dealer to schedule an appointment for this part replacement.

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](http://www.Peterbilt.com) or scan the QR code below. When contacting your Peterbilt dealer, refer to campaign R2304 and the VIN(s) listed in this letter. This repair will be performed at no charge to you if completed by July 01, 2024. Repair time will be up to 2 hours depending on your vehicles' digital display configuration. Your dealer will coordinate pre-ordering of parts for your vehicle to minimize downtime.

If you require further information about this retrofit campaign or experience any difficulty making arrangements for repairs, please contact the Peterbilt Customer Experience Department at [PB.Tech.Pubs.Dept@paccar.com](mailto:PB.Tech.Pubs.Dept@paccar.com).

If you no longer own this vehicle, we would appreciate your advising us of the new owner. Please send all known ownership and address changes to [PBDiv.Warranty.Docs@paccar.com](mailto:PBDiv.Warranty.Docs@paccar.com).

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 Experience  
Peterbilt Motors Company

Scan this QR code to open the Peterbilt Dealer Locator.

