

36-008: T680 Next Gen Lane Keep Assist Retrofit

9/11/2023

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36-008

T680 Next Gen Lane Keep Assist Retrofit

Subject

T680 Next Gen Lane Keep Assist Retrofit

Whats New Abstract

Certain T680 Next Gen pre-production chassis are eligible to receive production-level software, dash switches, and driver information displays.

Condition

During manufacturing, certain T680 Next Gen chassis received pre-production level software, dash switches, and driver information displays. Production-level software and parts are now available. Please see the attached chassis list for specific chassis information.

Chassis Affected

20 (17 US and 3 Canada) Model T680 chassis manufactured from 10/19/2020 through 5/23/2022.

Action

Campaign

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

This campaign can be performed at any time convenient for the customer but must be done **before 10/01/2024** (for example: during next scheduled maintenance interval).

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. Confirm with the customer that your dealership will be the repairing location before ordering parts.
3. Conduct an inventory to ensure all required parts have arrived prior to scheduling the chassis for the

retrofit.

4. In Service Management, select Campaign **36008** 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
5. If you are not using Service Management to start repair orders, review SIR for "Complete" or "In Process" next to the **36008** campaign code prior to performing this repair.
6. Follow the procedures below to update software and replace appropriate parts for each chassis.

Warranty

For repairs completed by 10/01/2024, Kenworth will pay for parts at dealer net plus applicable mark-up and labor:

- **0.8 hours** labor to replace 2 dash switches, replace Driver Information Display, and update EPAS/DD/VECU software. Use Quick Claim Code **36008A**
- **0.7 hours** labor to replace 2 dash switches and update EPAS/DD/VECU software. Use Quick Claim Code **36008B**
- **0.5 hours** labor to update EPAS/DD/VECU software. Use Quick Claim Code **36008C**
- 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 Warranty Policy [CA009](#).

PRWS CLAIM CODING			
Campaign Code:	36008	Campaign Type	Field Repair
Claim Category:	Truck	Repair Type	Proactive
Customer Concern Code	173	Causal Code	51
Corrective Action Code	23	Responsibility Code:	Camp
Failure Location	003-006-001	Causal Part	Q97-6022
Supplier Code	N/A	SRT Code	003-xxx 0.8 hrs Update EPAS, DD, and VECU software, DD R&R, Switches R&R per bulletin procedure 003-xxx 0.7 hrs Update EPAS, DD, and VECU software and R&R Switches per

			bulletin procedure
			003-xxx 0.5 hrs Update EPAS, DD, and VECU software per bulletin procedure

Parts

Parts are available from PACCAR Parts.

Refer to the attached [chassis list](#) for specific parts required for individual chassis.

Only replace parts as shown on the attached chassis list.

Quantity	Part Number	Description
1	Q43-1202-100-100	Display, Driver Info, 15"
1	P27-1241-123-01	MUX Switch
1	P27-1241-124-01	MUX Switch



NOTE

The operator manual supplement ([Y53-6112-1B1](#)) for the Lane-Keeping/Electric Steer Assist system is available on Kenworth ServiceNet.

Procedure

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

repaired and maintained.

Read all steps before beginning.

Ensure that all required parts are on hand before beginning this repair. See chassis list for parts required for individual chassis.

1. Replace the Digital Display if necessary by following the steps in the [Digital Display Replacement Procedure](#). See chassis list for specific requirements.
2. Replace Dash Switches if necessary by following the steps in the [Dash Switch Replacement Procedure](#). See chassis list for specific requirements.
3. Update vehicle software using the following procedure.

Software Update Procedure:

1. Hook-up battery charger to the vehicle during programming.
2. Connect DAVIE4.
 - Hook-up Nexiq to 9-pin diagnostic connector.
 - Hook-up Ethernet cable.



3. Download software for each module to be updated.
 - Digital Display
 - VECU
 - EPAS
4. Upload software to individual modules following DAVIE4 prompts.
 - Digital Display
 - VECU
 - EPAS
5. Run "relearn switches" following DAVIE4 prompts.
6. Clear codes in all modules and refresh vehicle check.
7. Disconnect DAVIE4 and battery charger.

Attachments

[Chassis List](#)

[Customer Letter](#)

[Digital Display Replacement Procedure](#)

[Dash Switch Replacement Procedure](#)

[Operator's Manual Supplement - Lane Keeping/Electric Steer Assist - Y53-6112-1B1](#)

Authored by: JB3



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



Subject: 36-008: T680 Next Gen Lane Keep Assist Retrofit

Dear Kenworth Customer,

Your vehicle (listed within this letter) is eligible for a campaign to update software for the Lane Keep Assist (LKA) system, as well as dash switches and the driver information display if applicable.

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 or scan the QR code above.

When contacting your selected Kenworth dealer, refer to campaign **36-008** and the VIN listed on this letter. The work will take approximately **1.0 hour** depending on repair scope, vehicle configuration, and dealer scheduling. There will be no charge to you if completed by **10/01/2024**. We apologize for this inconvenience but ask for your cooperation to ensure your continued satisfaction with Kenworth products.

<i>The problem is...</i>	Certain vehicles have early release level LKA parts and software
<i>What your dealer will do...</i>	Dealers will update software and replace parts as necessary
<i>What you must do ...</i>	Contact your Kenworth Dealer to schedule an appointment for repair

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]