

R2105 - Model Year 2021 Digital Display and Clock Spring Retrofit

2/14/2024

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R2105

Whats New Abstract

Peterbilt has determined that certain model year 2021, pre-production chassis are eligible to have specific parts updated to production level.

Condition

Peterbilt has determined that certain model year 2021, pre-production chassis are eligible to have specific parts updated to production level.

Chassis Affected

37 (32 US and 5 Canada) chassis built from 11/09/2020 through 11/13/2020, including the following models: 337, 348, 365, 367, and 389.

Action

Campaign

Please refer to the chassis list and ensure that the customer is aware of the complete extent of work that will be performed on their vehicle.

NOTE: The parts to be replaced will vary from one vehicle to another with this campaign.

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. Use the attached document - "R2105 - Chassis List Parts Matrix" to determine which parts will be needed and ensure all required parts have arrived prior to scheduling the chassis for the retrofit.
4. Review SIR for "Complete" next to the "R2105" campaign code prior to performing this repair

Warranty

Retrofits must be completed by **03/01/2025** .Peterbilt will pay for parts at dealer net plus applicable mark-up and labor:

- **0.4 hours** – Remove, replace, and program digital display only. Use recommended repair **R2105A**.
- **1.2 hours** – Remove, replace, and program digital display and remove and replace clock spring. Use recommended repair **R2105B**.

- For extraordinary circumstances please use code **R2105**, add from “Recommended Repairs”, and then select the gear icon to edit Parts/Labor/Misc.

Take-Off Parts Disposition: Destroy take-off parts 30 days after claim is paid.

PRWS CLAIM CODING			
Campaign Code:	R2105	Campaign Type:	Retrofit
Claim Category:	Truck	Repair Type:	Proactive
Customer Concern Code:	172	Causal Code:	A1
Corrective Action Code:	12	Responsibility Code:	Camp
Failure Location:	003-002-024	Causal Part:	Q43-6085-100-300
Supplier Code:	N/A	SRT Code:	003-050 0.4 hours Digital Display R&R (Includes programming new unit) FSW-002 0.8 hours R&R Clock Spring.

Parts

Parts are available from PACCAR Parts.

See attached document – “R2105 - Chassis List Parts Matrix” to determine parts required for each chassis.

Procedure

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

- Refer to “R2105 - Chassis List Parts Matrix” attached in the Links section below to determine which parts need to be replaced.
- For **Clock Spring** removal and replacement, reference PACCAR Manual **SM015-002 – Vehicle Steering Column** (pages 85-100) in Peterbilt Service Net.
- **Digital Display** removal and replacement procedures are attached in the Links section below.

Attachments

[R2105 - Chassis List](#)

[R2105 - Chassis List Parts Matrix](#)

[R2105 - Digital Display R&R Procedure](#)

[R2105 - US and Canada \(English\) Customer Letter](#)

[R2105 - Canada \(French\) Customer Letter](#)

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: Field Repair Notice R2105 MY2021 Parts Retrofit
EXPIRATION DATE: 03/01/2025

Dear Peterbilt Customer,

Peterbilt is offering improved production level parts for certain chassis equipped with pre-production parts, manufactured from 11/09/2020 through 11/13/2020. You have been identified as owning one or more such vehicles and are eligible for a campaign to upgrade various components on your chassis with newer production parts to ensure optimal performance.

What is Peterbilt improving?

Your pre-production vehicle is eligible for upgraded parts.

What will this improvement do?

Update pre-production parts to current production parts.

What should you do?

Contact your Peterbilt Dealer to schedule an appointment for this parts 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 or scan the QR code. When contacting your Peterbilt dealer, refer to campaign R2105 and the VIN(s) listed in this letter. This repair will be performed at no charge to you if completed by March 1, 2025. This repair may take up to 2 hours of labor depending on dealer scheduling.

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.

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.



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 : Avis de réparation sur le terrain R2105 – Mise à niveau de pièces MY2021
DATE D'EXPIRATION : 01/03/2025

Cher client Peterbilt,

Peterbilt offre des pièces améliorées de niveau production pour certains châssis équipés de pièces de préproduction, usinées entre le 09/11/2020 et le 13/11/2020. Vous avez été identifié comme étant propriétaire d'un ou de plusieurs de ces véhicules et êtes admissible à une campagne afin de mettre à niveau certaines composantes de votre(vos) châssis en les remplaçant par de nouvelles pièces de production afin d'assurer une performance optimale.

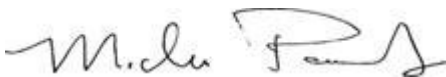
Qu'est-ce que Peterbilt améliore ?	Votre véhicule de préproduction est admissible à une mise à niveau des pièces.
Quel effet aura cette amélioration ?	Mise à niveau des pièces de préproduction pour atteindre le niveau des pièces de production actuelles.
Que devriez-vous faire ?	Communiquer avec votre concessionnaire Peterbilt afin de prendre rendez-vous pour ce remplacement de pièces.

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 R2105 ainsi qu'au(x) NIV(s) listé(s) à la présente. Cette réparation sera effectuée sans frais si elle est complétée avant le 1^{er} mars 2025. Cette réparation peut nécessiter jusqu'à 2 heures de main-d'œuvre selon la disponibilité du concessionnaire.

Si ce véhicule ne vous appartient plus, nous apprécierions que vous nous fassiez part du nom du nouveau propriétaire. Veuillez faire parvenir toute information relative au nouveau propriétaire et son adresse à PBDiv.Warranty.Docs@paccar.com.

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 de l'expérience client
Peterbilt Motors Company

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Peterbilt Dealer Locator.

