

46-010: T680E Battery Electric Vehicle Software Update R5.007

5/8/2024

 [Edit](#)  [Clone](#)

46-010

T680E Battery Electric Vehicle Software Update R5.007

Subject

T680E Battery Electric Vehicle Software Update R5.007

Whats New Abstract

A software update is available for T680E Battery Electric Vehicles. This software update corrects certain issues with odometer and cold weather operation.

Condition

On certain Kenworth T680E Battery Electric Vehicles (BEVs) with software R5.004, the following issues may be experienced:

1. Odometer rapidly increases mileage when:
 - a. High Voltage system is OFF
 - b. Vehicle experiences any movement (for example, rolling any distance due to external forces)

Odometer increase requires a key cycle to stop.

2. In cold weather, the vehicle may not turn on immediately when the key is turned to the ON position. This delay is dependent on ambient temperature. Colder ambient temperature causes a longer delay.

Chassis Affected

100 (84 US and 16 Canada) Model Year 2021-2025 T680E Battery Electric Vehicles with Vehicle software version

R5.004 or earlier, built from 8/28/2020 through 12/19/2023.

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. In Service Management, select Campaign **46010** 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
3. If you are not using Service Management to start repair orders, review SIR for "Complete" or "In Process" next to the **46010** campaign code prior to performing this repair.
4. Follow the attached procedures to update the vehicle software to version R5.007.



NOTE

You must have the latest version of Meritor Blue Horizon EV Diagnostic Software to perform this update.

If you do not have this software, it can be purchased at the following link:

<https://meritor.snaon.com/Shopping/Catalog.aspx>

Warranty

For repairs completed by 06/01/2025, Kenworth will pay for labor:

- **0.6 hours** to open a TCS365 case and Meritor OnTrac case, complete an Odometer Disclosure Statement, and update SCM to R5.007 software. Use Quick Claim code 46010.
- 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](#).

Take off parts disposition: N/A

PRWS CLAIM CODING			
Campaign Code:	46010	Campaign Type	Field Repair
Claim Category:	Truck	Repair Type	Proactive
Customer Concern Code	296	Causal Code	95
Corrective Action Code	23	Responsibility Code:	CampSupp
Failure Location	048-001-001	Causal Part	Q21-1126-910-910
Supplier Code	17114EV - Meritor	SRT Code	B24-14A 0.6 hrs Open TCS365 case, open Meritor OnTrac case, complete an Odometer Disclosure Statement, and update SCM to R5.007 software

Parts

Software Only – no parts required.

Procedure

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

Refer to Bulletin 46-001 for BEV training, tooling, and safety information.

Read all steps before beginning.

 WARNING
ONLY A LEVEL 3 BATTERY ELECTRIC VEHICLE TRAINED TECHNICIAN SHOULD PERFORM THIS WORK.

1. Verify you have Meritor Blue Horizon EV (Electric Vehicle) Diagnostic Software version 0.0.36:
 - A. Click on the Gear Icon in the top right corner.
 - B. Verify it shows application version 0.0.36 as shown in image below.
 - C. If you do not have version 0.0.36 you will need to download and install the updated software from: <https://meritor.snapon.com/Shopping/Catalog.aspx>



2. Open a TCS365 BEV case.

TCS365 Case Creation Guide

Follow this guide to create a TCS365 case for this bulletin to ensure the case is flowed to the appropriate personnel.

- A. Open TCS365 in Google Chrome or Microsoft Edge.
- B. Select Vehicle Support | Technical Assistance.
- C. Select Case Type Battery Electric Vehicle and Case Category Battery Electric Vehicle.
- D. On the BEV Support page, fill in the following fields as follows and fill in the other fields as

appropriate:

- Subject: 46-010
- Description: 46-010
- Complaint/Verification Results: 46-010
- Did you perform the required steps: Yes
- Diagnostic Details: 46-010
- Area of concern: Software / Programming

3. Open a Meritor OnTrac case and reference the R5.007 update.

A. Fill out the [OnTrac Pre-call Worksheet](#). Have the filled worksheet available when calling Meritor or attach the worksheet to your email to Meritor.

B. Call or email Meritor OnTrac.

OnTrac Contact Information:

1-866-668-7221

OnTrac@meritor.com

4. Follow steps in attached Procedures Document to update software.

Attachments

[Chassis List](#)

[Customer Letter](#)

[Procedure Document](#)

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: 46-010: T680E Battery Electric Vehicle Software Update R5.007

Dear Kenworth Customer,

Your vehicle (listed within this letter) is eligible for a campaign to update software in certain Model Year 2021-2025 T680E Battery Electric Vehicles built from 10/28/2020 through 12/19/2023. This software update prevents the odometer from rapidly increasing mileage unintentionally and improves cold weather starting.

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 using the Dealer Locator on our website www.Kenworth.com or by scanning the QR code on this letter.

When contacting your selected Kenworth dealer, refer to campaign **46-010** and the VIN listed on this letter. The work will take approximately **1 hour**, depending on vehicle configuration and dealer scheduling. There will be no charge to you if completed by **06/01/2025**. We apologize for this inconvenience but ask for your cooperation to ensure your continued satisfaction with Kenworth products.

The problem is...

Odometer may rapidly increase under certain conditions and cold weather starting may be delayed.

What your dealer will do...

Dealers will update vehicle software to version R5.007

What you must do ...

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, please email the last 8 digits of the VIN and the new owner's name and address to Kenworth.Campaigns@paccar.com so we can update our records.

We regret any inconvenience that this work may cause you and appreciate your cooperation in this matter.

Thank you,

Annick Hollingsworth
Director of Service Platforms
Kenworth Truck Company

VIN: [VIN List]