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## **How SmartLINQ Works**

# SMARTLING In-Action



### **SmartLINQ In-Action**

Peterbilt SmartLINQ takes remote diagnostics a giant step forward – it goes beyond diagnostics and driver alerts to provide detailed communication about problems as they occur, recommended actions, and guidance for how to resolve the problem. It enables the vehicle's Primary Care Provider (The Primary Care Provider may be the truck's owner, a fleet manager, or designated personnel at a dealership the customer has selected) to monitor a truck's operation 24/7, regardless of where the truck or the user are located. This facilitates quick communication between the Primary Care Provider and the dealership of choice to develop a service plan. The system was developed to minimize downtime for the customer and expedite truck servicing.





### Fault Code Indicators – What the Driver Sees



Stop Engine Immediately

Seek Service Immediately

Service Advised

NOTE: These images only apply to Model 579 and Model 567.

The Peterbilt SmartLINQ communication process starts when an engine or aftertreatment system fault is reported on a SmartLINQ vehicle. The driver will see one of these dash indicators.

**Stop Engine Immediately** – Stop now, shut down the truck, and call for a tow if necessary. Faults that may call for this action include those that may cause damage to the engine. Examples include: low oil pressure, high oil temperature, and low fuel pressure.

**Seek Service Immediately** – Conditions such as turbocharger faults, high fuel temperatures, ECU errors, low oil pressure, and aftertreatment faults result in this alert. These faults may lead to a derate situation and/or possible damage to components. Some of these may be emissions-related, meaning the vehicle's emissions are not in compliance with EPA regulations. The appropriate action is to drive the vehicle to a nearby dealership.

**Service Advised** – Vehicle's engine or aftertreatment system performance is not as expected and while the onboard diagnostics system is monitoring the fault, it is safe to continue delivering the load. Get service at your next opportunity. DEF quality and minor ECU faults are among the codes that may trigger this action.

### What Happens When SmartLINQ Takes Action

- SmartLINQ immediately communicates with PACCAR's back office by wirelessly sending detailed data about the event.
- PACCAR 's back office system translates the data into userfriendly text and graphics, and generates PACCAR Solutions web portal and email notifications. PACCAR Solutions monitors around 800 fault codes but will only send an email notification for the high priority faults.
- The truck's Primary Care Provider receives the email notification and can go online to PACCAR Solutions to view the web portal content.
- If you are the owner or fleet manager who is the only recipient of the notification, you would then communicate with your preferred dealerships to generate a plan for when, where and how the truck will be serviced.
- At this point, either you or the dealership will contact the driver to provide direction on what to do next based on the severity of the event.
- Using the information from the email notification and/or the PACCAR Solutions content, the dealership begins to troubleshoot and plan for the repair while the truck is en route.



## **Sample Email Notification**

### Vehicle Information

- Unit#
- VIN number
- Event#
- Fault Event Location

### Fault Information

- Description: Plain English
- Fault Count
- Recommended Action: Stop Now, Service Now, Service Soon or Informational
- Current State: Percent of engine power and potential derate
- Lamps: showing in truck
- Additional Information
- Notes for additional information

### **Troubleshooting Guidance**

Possible causes and checks the driver may be able to perform.

#### **Service Centers**

The name, address, hours, phone, and distance to three of the closest Peterbilt dealer locations.

### Location of Vehicle at Fault Occurrence

Map with location of the truck at time of fault occurrence.

#### Notes

Informational and safety reminders are located at the end of the document (not shown).

### PACCAR SOLUTIONS

Dear Valued Customer,	
-----------------------	--

The PACCAR diagnostics system has detected an event which triggered this notification.

VIN 1VPROPOVOED							
*114	1XPBDP9X0ED						
Event #	MSG-						
Fault Event Loca	tion Denton, TX, 7 United States	6207					
ault Informat	ion 🔶						
Fault Description	P151E This fault code in	ndicates the DEF level is	at 0%.				
Fault Count	1						
Recommended Action	Service Now						
Current State	40% Engine Power Derate						
ATTENTION	This fault may be clear may result in an immed	This fault may be cleared by filling DEF tank. A key cycle at any time may result in an immediate 5 MPH vehicle speed restriction.					
Lamp(s)	Check Engine						
Additional Information	DEF level has dropped P151D may be active. T decreases in power if t Progressive Derate in E 5 MPH speed rest	to 0% volume; fault cod There will be additional fi his issue continues. Engine Power: triction	es P1519 P151 aults and progr	C and essive			
roubleshooting G	uidance	•					
Possible Causes			Driver Check	C			
Low DEF Level i	1 DEF Tank		✓				
Malfunctioning I	DEF level sensor						
Authorized Ser	vice/Repair Location	Local Service Hours	Phone	Est. Distan			
Rush Truck Center, 1480 NE Loop 8 Fort Worth, TX	Fort Worth 20 76106	07:00AM - 12:00AM Mon Tue Wed Thu Fri 08:00AM - 03:00PM Sat	8177409400 8176256903 8004565229	26.7 Mile			
Rush Truck Center, 515 North Loop Irving, TX 7506	Dallas 12 1	08:00AM - 03:00PM Sat 07:00AM - 11:00PM Mon Tue Wed Thu Fri	4694065200 9727853464 8002567383	30.3 Mile			
	Center, Ardmore	07:00AM - 07:00PM Mon Tue Wed Thu Fri	5802243900 5802240063 8772027571	68.7 Mile			
Rush Peterbilt Truck 2100 Cooper Dr Ardmore, OK 73	3401	Sat					
Rush Peterbilt Truck 2100 Cooper Dr Ardmore, OK 73 Before scheduling provider to verify distribution center	service, it is highly rec parts and service bay s can ship to most local	ommended that you con availability. If a part is n tions within 24 hours.	tact the servic	e/repair ACCAR Pa			



### What to Do After the Email Notification

After notification from the system, you can use the information from the email and the PACCAR Solutions web portal to do the following:

- 1. Identify the location of the vehicle and determine which of the three closest dealerships you want to contact.
- 2. Research the vehicle fault code details.
- 3. Have the driver perform any of the checks noted in the email.

This information better prepares you to work with a dealership to develop a repair estimate, communicate with the driver, and schedule an appointment. The primary benefit for both you and your fleet is that advance planning will make for a faster and more efficient repair.

### **PACCAR Solutions Portal**

The web portal is accessed at **www.PACCARSolutions.com**. It's a good idea to create a shortcut to the portal on the desktop of computers that will be used to access it. Also make sure that these computers have Internet Explorer 11.0, or an up-to-date version of Google Chrome or Firefox installed. PACCAR Solutions opens to the login screen shown below. Use the email address and password (case sensitive) that you created when you set up your account. If you forget your password, clicking the Forgot password link will send a password reset email to the address you provided. If you are unable to log in, please contact your dealership.







### What's on the Dashboard

The portal opens to the Dashboard, which you can think of as the system's home page. The contents of each page may change as you navigate through the portal, but the header remains constant throughout your experience.

The blue **Search** box lets you quickly search all content on the portal. Selecting the **User Options** icon will display a drop down menu where you can change your profile and password. A **Map Filter** tool is available above the map. It allows a user to focus the contents of the portal to customers, vehicles and/or recommendation of interest.

The map has been designed to have a familiar feel to other web-based maps. Use the **Plus and Minus** bar to zoom in and out of the map into the viewing window. You can also grab the map with your mouse and move it. In order to expand the map, press the **Expand** icon.



The **Fleet Map** icons are located at the bottom of the map which allow you to manage the fleet map view. The **Building** icon shows PACCAR dealer locations and the **Mountain** icon toggles a satellite layer over the map. Use the **Circling Arrows** icon to refresh the data.



### How to Set a Preferred Dealer

Select the **Building** icon from the **Fleet Map's** tool bar to display dealership locations on the fleet map. Dealership locations are indicated by **Flag** icons and Preferred Dealerships are represented by a **Blue Circle** with a **Star**. Select a **Flag** location you wish to set as a Preferred Dealer and a call out box will be displayed. It contains the dealership's contact information and service type.



Select the **Star** icon to the left of the dealership name. The **Star** icon will turn yellow when it is selected and the **Flag** icon on the fleet map will change to a **Circle** icon with a **Star** in the middle indicating that it is a preferred dealership location.



Note: Once a dealer location has been given Preferred Dealer status, portal users at that location will have visibility of your fleet. They will also be able to make administrative changes to your account. Please take this into consideration and communicate the change in status with the Dealership.



You can also set a Preferred Dealer by navigating to the Dealer Details of the location you wish to set as a Preferred Dealer



From any page, select "Dealers/Service Centers" in the Navigation Menu panel

#### Select the "Dealership Hyperlink"

Dealers -	Filter Results				
Name 🛧	Code	Address	Contact		
Dealership Name	Dealer Code	5565 East Loop South Heartland, AR 77766			
		Rows per page: 10	▼ 1-1of1 K	$\langle \rangle$	×

Select the "Checkbox" under the Preferred Dealer section





### How to Get Vehicle Information

The Fleet Health Tool categorizes your fleet into groups as denoted by "Recommendation". Each **Recommendation** icon lets the user choose the visibility of chassis in the Fleet Map. The **Eye** icon indicates which pins will appear on the map with the location(s) of the vehicle(s) in that category.

If your vehicles are not showing on the map, please contact your dealership. If your vehicle pin has not moved in over an hour of vehicle run time, there may be a hardware issue on that truck.



Selecting the **Box-and-Arrow** icon for one of the **Recommendation** will display a list (not shown) of only the vehicles in that category.

For a more detailed explanation of the vehicle's health, select a pin on the map. An information box will pop up with the Unit# (if provided), VIN#, Recommendations and Last Update for that vehicle.

Select the VIN# and the **Recommendation** (Service Now), **Vehicle Information** and **Active Fault Codes** are displayed.

The **Last Location** section includes the address of where the vehicle last updated. If you select the address it pulls up a snapshot of the map and a pin indicating where the vehicle was last located.

Select the **Information** icon.



Recommendation	Vehicle Information			
Service Soon cause damage. Last Location	Custower Peterbil:Castomer YEARWAR MODEL 2017 Peterbil:579 UNIT-NUMBER DEBORIPTION YM 7046135	ENGINE MODEL EX1413D1500000000 ENGINE SERUL AUAMERY SINGCONFON STATUS A SINGCONFON STATUS 201912/22 PMC PRISMONE 001.005.004		
Fault 😤 🏴 Active 🔇 🔆 Filter Results			×	:



### Peterbilt SmartLINQ Manual

The **Details** section expands out to show finer detail about a fault code. Fault Information gives a description of the problem, a fault occurrence count, current state of the engine and any additional information. Troubleshooting Guidance shows the possible causes if available and a check mark will show if there are items the driver can check or perform to possibly avoid a service event.

Fault Details		
DETALS SNAPSHOTDATA AUTHORES	O DEALERS EMAL	
Dashboard y Vehicles y Vehicle Details y Fa	ut Details	
Fault Details		
Recommendation	Fault Information	
Service Soon	DESCRIPTION A communication result has occurred with the vehicle system.	OCCURRENCE COUNT 1
could eventually cause damage.	CURRENT STATE	Laudr TVPE Check Engine
Event Location	AFTENDON	010
KO31 North Bir Breet Ramon, Vol. 50007 2017 Oli dn 31 62 56		57% FM 3605 9
		SVISTRAM Vehicke
		100. / ACM 403.6 m
	Trubleshooting	
	No possible causes available	
	NOTE	
	A Driver Creck may find an issue that can be rescrived without a visit to a regain facility. If a Drivepan advice	then Oheck does not find an issue that can be resolved, contact a dealership for
	NOTE	
	If any of the Device Device resolve the condition, the Mathembor Indextor Lang (ML) may re- condition is resolved. Your ashty is reported to us, Do not attorned any diagnosist or repair as the components and procedures structived. Repairs resulting from the reseaser may to may.	main on for an extended period while the Diagnostic system confirms that the close without assuring that you are in a safe location and are expresented with not be covered by your engine warranty.

The **Event Location** section includes the address of the where the fault event occurred. If you select the address it pulls up a snapshot of the map and a pin indicating where the vehicle was located at the time the event was reported.



The **Snapshot Data** section displays useful system information about your vehicle. Each event records 70 seconds of data; 60 seconds prior to the event and 10 seconds after.

The **Authorized Dealer** for Repair section shows the three nearest authorized dealerships. Contact information, Hours of Operation, Phone Number and Approximate Distance from the vehicle's location at time of the event are also included.

Fault Details								
DETAILS	SNAPSHOT DATA	AUTHORIZED DEALERS	EMAIL					
Dashboard	Dashboard > Vehicle > Vehicle Details > Fault Details							
Authorize We have loo	ed Dealers cated the nearest author	rized dealer(s) for repair and set	vice based on the vehicle's last known location.					
AUTHORIZE	ED DEALER		HOURS OF OPERATION	PHONE NUMBER	APPROXIMATE DISTANCE			
Rush Peterb 1117 Highwa Dalhart, TX 1	wilt <u>Truck Center - Dalhart</u> ay 87 South 79022		Service 8:00am - 5:00pm Monday - Friday	(806) 244-3254	69.3 Miles			

If the fault code generates an email, a record of that email can be found in the **Email** section.



### **How to Get Dealership Information**

From any page, click on **Dealers/Service Centers** in the Navigation Menu panel.



The **Dealers/Service Centers** tab opens and displays an alphabetized list of all Dealerships within the PACCAR Dealer Network. It lists the Name, Dealer Code, Address and Phone/Fax Numbers of the dealerships.

Dealers 😇	Filter Results						×	:
Name 🛧	Code	Address			Conta	oct		
Dealership Name	Dealer Code	5565 East Loop South Heartland, AR 77766						
		Rows per page:	10 👻	1 - 1 of 1	К	<	>	Я

Select the **Dealership Name** and a satellite view map will display with the dealership property highlighted in red. Any vehicles that are on a dealership property will be grouped in the "In Repair" Recommendation of the Fleet Health Tool.



### **Creating and Managing Vehicle Groups**

In the case that your fleet is very large, Vehicle Groups are a powerful tool to quickly filter the vehicles to a more manageable subset. The ability to add and edit Vehicle Groups is limited to the Customer Administrator role.

#### Select the "Customers" menu opiton.

P/A	CCAR SOLUTIONS	Q, Search							θ	Customer Admin 👻
55	Dashboard	Dashboard								
80	Dealers / Service Centers	Stop Now	Service Now	Service Soon	C Informational	No Action	Ø	Coming Soon	🚺 in Rep	
	Customers	0 Vehicles 8 % of feet	2 Vehicles 20 % of feet	1 Vehicles 10 % of feat	0 Vehicles 0 % of feet	6 Vehicles 60 % of feet	0	0 Vehicles 8 % of feet	1 Veh 10 % 0	cles (Real
÷	Users	Map Filters:	Filter Results							×C
	Vehicles	and the second second	Vancouver Grand For	James James oger Balant	and game	Winipig	Ch.	- Current	- John	1
2	Notifications	and the second	jama jana	a prestant your	Crand Form	and the second sec	and the second		guis the	Dimen .

#### Select the "Customer Name".

Customers - Filte	er Results			×	:
Name 🛧	Address	Phone	Email		
Customer One	10630 Northeast 38th Place Kirkland, WA 98033	Primary (425) 828-5000	PACCARRemoteDiagnostics@PACCAR.	com	
			Rows per page: 10 👻 1 - 1 of 1 🛛 🔀	< >	×

Select the "Vehicle Groups" tab.

Customer D	etails		
CONTACT INFO	MANAGE VEHICLES	VEHICLE GROUP	S SUBSCRIBED USERS
Dashboard > C	ustomers > Customer De	tails	
VEHICLE LIST	FILTER BY		
Group: Test 1	<ul> <li>Default</li> </ul>	- Q S	Search
2017 Peterbi	lt 389		
2017 Peterbi	lt 567		
2018 Peterbi	lt 579		



Select "Add Group".

Customer D	)etails		
CONTACT INFO	MANAGE VEHICLES	VEHICLE GROUPS	SUBSCRIBED USERS
Dashboard > C	ustomers > Customer De	etails	
Al Vehic	les		
			ADD GROUP

Enter a name for the Vehicle Group you wish to create in the text field and select "Save".

All Vehicles		
Group 1	CANCEL	SAVE

To add or remove trucks into the created group, select the "**Pencil**" icon.



Select the "Checkbox" to add or remove the trucks from the group

Customer D	etails		
CONTACT INFO	MANAGE VEHICLES	VEHICLE GROUPS	SUBSCRIBED USERS
Dashboard > C	ustomers > Customer D	etails	
VEHICLE LIST	FILTER BY		
Group: Test 1	<ul> <li>Default</li> </ul>	<ul> <li>Q Sear</li> </ul>	rch
2017 Peterbi	it 389		
2017 Peterbi	lt 567	0.000	
2018 Peterbi	lt 579		

All changes are saved automatically.



### **How to Add Users**

User management is restricted to users in a Customer Administrator role.

Select "**Users**" in the left Navigation Menu.



Select the "+" button. This will open the "Add User" screen.

Use	Filter Results						×	+	:
	User Name	First Name	Last Name 🛧	Organization	Contact	Role	Sta	tus	
	customeruser@yahoo.com	Customer	User	Customer	Primary (612) 555- 5555	Customer User	Act	îve	
	customeradmin@yahoo.com	Customer	Admin	Customer	Primary (425) 555- 5550	Customer Administrator	Act	ive	
	customeradmin2@yahoo.com	Customer	Admin 2	Customer	Primary (844) 888- 5555	Customer Administrator	Act	ive	
	customeradmin3@yahoo.com	Customer	Admin 3	Customer	Primary (425) 555- 5552	Customer Administrator	Act	ive	
					Rows per page:	0 🕶 1-4 of 4	K <	>	Ж

Fill in required "Account" information: First name, Last name, Email and Phone.

LAST NAME *
15 0/45
EXTENSION



#### The "Preferences" section is optional.

Aways collapse navigation bar	
PREFERRED LANGUAGE	
English	•
PREFERRED UNITS OF DISTANCE	
Kilometers	•
PREFERRED UNITS OF VOLUME	
Liters	•
PREFERRED UNITS OF TEMPERATURE	
Degrees Celsius	•
PREFERRED UNITS OF PRESSURE	
Kilopascals	-
PREFERRED UNITS OF MASS	
Pounds	-

Select the "User Role" box for the options to appear.

Organization ORGANIZATION TYPE * Customer			-
ORGANIZATION NAME * Customer One			
USER ROLE *			

Select the "User Role".

**Customer Administrator:** Customer Management. This role has read/write access. Its primary role is to manage User Accounts, and Vehicle Groups. It can also subscribe to Vehicle Groups and receive emailed fault notifications.

**Customer User**: View Only. This role has read only access. It can subscribe to Vehicle Groups and receive emailed fault notifications.

Customer Administrator	
Customer User	
USER RULE "	



Set the user "Email Notifications" by selecting the "Pencil" icon.



### Select the "Notifications" tab.

Edit User Details			
ROFILE SECURITY	NOTIFICATIONS		
Dashboard > Users >	User Details > Edit User Deta	iils	
Account			
EMAIL			
Customerone@yahoo.com	1		
FIRST NAME 1		LAST NAME '	
FIRST NAME - Customer		LAST NAME *	
FIRST NAME * Customer	8 / 15	LAST NAME * One	3/45
FIRST NAME ' Customer	8 / 15	LAST NAME * One	3 / 45



Select the desired setting by choosing the radio button.

All: Email sends every 4 hours with an "Active" fault.

Derate Active/Warning: Email sends every 12 hours with an "Active" fault.

Derate Active: Email sends every 24 hours with an "Active" fault.

None: the user will not recieve any fault notification emails.

	ser Details			
ROFILE	SECURITY	NOTIFICATIONS		
Dashboa	ard > Users > Us	er Details 🤸 Edit User Deta	iils	
Email No	tifications:			
O Dera	ate Active / Warning			
( ) Der:	ate Active			
0.000				
O Non	ė			
O Non Subscrip	tions			

Changes are saved automatically. PACCAR Solutions will send an email to the new user to set-up their password, will expire after 24 hours.

\*The password must contain at least 8 characters with at least one uppercase letter, one lowercase letter and one number and/or special character.



### **How to Edit Users**

A Customer User can only edit his/her own profile. Customer Administrators can edit all users including other Administrators.

Navigate to the "**Users**" page from the left Navigation Menu.

P/A	CCAR SOLUTIONS	Q. Search											Custo	mer Admin 👻
5	Dashboard	Dashboard												
B:	Dealers / Service Centers	Stop Now	Service Now	Ø	Service Soon	Ø	Informational	C	No Action	Ø	Coming Soon	Ø	In Repair	Ø
45	Customers	O Vehicles 0 % of fleet	2 Vehicles 20 % of feet		1 Vehicles 10 % of fleet		0 Vehicles 0 % of feet		6 Vehicles 60 % of feat	0	0 Vehicles 0 % of fleet		1 Vehicles 10 % of feet	
÷	Users	Map Filters:	Filter Results											×C
86	Vehicles	Jan	Vancouver	· Jone d	enteriopehubsen		- Arman	Winnipeg	and the	115	- 1 M.		Pher	1.1
R	Notifications		ganta gan		ane fan yn		Crane for Demarks	-	and and	and the second		Juso .	a	Japanen panene

Find the account to edit and check the box at the left of their name.

Use	rs 🐨 Filter Results						× +	÷
	User Name	First Name	Last Name 🛧	Organization	Contact	Role	Status	
	customeruser@yahoo.com	Customer	User	Customer	Primary (612) 555- 5556	Customer User	Active	
	customeradmin@yahoo.com	Customer	Admin	Customer	Primary (425) 555- 5550	Customer Administrator	Active	
	customeradmin2@yahoo.com	Customer	Admin2	Customer	Primary (844) 888- 5555	Customer Administrator	Active	
	customeradmin3@yahoo.com	Customer	Admin3	Customer	Primary (425) 555- 5552	Customer Administrator	Active	
					Rows per page:	10 🕶 1-4 of 4	K < >	к

Select the "**Pencil**" icon in the blue ribbon above the user list.

1 ite	m selected						0 /
	User Name	First Name	Last Name 🛧	Organization	Contact	Role	Status
	customeruser@yahoo.com	Customer	User	Customer	Primary (612) 555- 5556	Customer User	Active
	customeradmin@yahoo.com	Customer	Admin	Customer	Primary (425) 555- 5550	Customer Administrator	Active
	customeradmin2@yahoo.com	Customer	Admin2	Customer	Primary (844) 888- 5555	Customer Administrator	Active
	customeradmin3@yahoo.com	Customer	Admin3	Customer	Primary (425) 555- 5552	Customer Administrator	Active
				1	Rows per page: 10 •	1-4 of 4 K	< > н

Make the desired modifications and "Save".



### How to Subscribe to Email Notifications

A Customer User can only subscribe to existing Vehicle Groups. Customer Administrators can subscribe to, create, and edit Vehicle Groups.

Select the "User Options" icon and select "User Profile".

<b>PA</b>	CCAR SOLUTIONS	Q Se	arch										θ	Customer Ar	tmin 👻
5	Dashboard	Dashbo	ard												
	Dealers / Service Centers	Stop Now	62	Service Now	[2]	Service Scon	123	Informational	62	No Action	62	Coming Soon	62	In Repair	12
<u></u>	Customers	0 Vehicles 0 % of feet	0	2 Vehicles 22 % of feet		1 Vehicles 11 % of feet	0	0 Vehicles 0 % of feet	0	6 Vehicles 67 % of feet		0 Vehicles 0 % of feet		0 Vehicles 0 % of feet	
-	Users	Map Filt	ers:	Filter Resu	ilts									×	0

Select the "Notifications" tab.

RITY NOTI	FICATIONS	er Details					
rs 🗲 User Detail	s > Edit Us	er Details					
oo.com							
	100.COM	100.com	100.com	100.com	100.com	ioo.com	ioo.com

Choose an Email Notifications option greater than "None". This part of the process lets the user determine the severity of emails that will be transmitted. This can also be thought of as a "filter" to control email volume. Changes are automatically saved. \*Reference page 15 for detailed explanation of Email Notification settings.

Ema	ail Notifications:
	Derate Active / Warning
0	Derate Active
0	None

Select "Customers" on the "Navigation Menu".

P/	CCAR SOLUTIONS	Q, Search	h										•	Customer	Admin 👻
55	Dashboard	Dashboar	d												
lb.	Dealers / Service Centers		1000	_	- 222			-			110	_			
		Stop Now	2	Service Now		Service Soon	2	Informational	Ľ	No Action	ß	Coming Soon	2	In Repair	2
**	Customers	0 Vehicles 0 % of feet	0	2 Vehicles 22 % of feet		1 Vehicles 11 % of feet	0	0 Vehicles 0 % of feet	0	6 Vehicles 67 % of feet		0 Vehicles 0 % of feet		O Vehicles 0 % of feet	
÷	Users	Map Filters		Filler Results											× **
86	Vehicles	Colorador Canto		and an and		21	-	Minet	?	The search and	200	1 B. SP	* terrera	2000 4	
	Notifications	1	-	0	1	service and	in		Jun	ann	1	S. S. H.M.			



#### Select your company.

Customers - Filter Results							
Name 🛧	Address	Phone	Email				
Customer One	5555 SE One Lane Lovington, WA 98000	Primary (844) 555-5550	customerone@yahoo.com				
			Rowsperpage: 10 ¥ 1-1 of 1 K	$\langle \rangle$	Я		

#### Select the "Vehicle Groups" tab.

Customer I	Details			
CONTACT INFO	MANAGE VEHICLES	VEHICLE GROUPS	SUBSCRIBED USERS	
Dashboard > (	Customers > Customer De	tails		
Customer C	)ne		1	
Address 5555 SE One La Lovington, WA 9	ine 8000			
Contact Primary: (844) 5 Primary: Custor	55-5550 terone@yahoo.com			

Subscribe to the desired **Vehicle Groups** by selecting the **Bell** icon. The **Bell** icon will turn green once you are subscribed. Subscribing to "All" allows the user to receive emails from all vehicles in the fleet. Subscribing to a custom **Vehicle Group** limits email to only the chassis defined in that group.

Customer D	)etails		
CONTACT INFO	MANAGE VEHICLES	VEHICLE GROUPS	SUBSCRIBED USERS
Dashboard > C	Sustomers > Customer De	etails	
All Vehic	les		
Group 1			/ 1
Group 2			/ 1
			ADD GROUP



### How to Subscribe Other Users to Email Notifications

Customer Administration can subscribe to, create, and edit Vehicle Groups.

### Select "Customers" on the "Navigation Menu".

P/A	CCAR SOLUTIONS												e	Customer	Admin 👻
55	Dashboard	Dashboard	3												
lb.	Dealers / Service Centers	-		_						-					
		Stop Now	<u> </u>	Service Now		Service Soon		Informational		No Action		Coming Soon		In Repair	
	Customers	0 Vehicles	0	2 Vehicles		1 Vehicles	0	0 Vehicles	0	6 Vehicles		0 Vehicles		0 Vehicles	
*	Users	O % OF BEEL	-	22 m or meet		11 is of their	-	O 4 OF BEEL	-	er worsee		o is of legs		O 14 OF Reef	
		Map Filters:		Filter Results	£										XC
86	Vehicles	and the second second		S. Law		EN .	in	a Manut	2	There are	200 m	183 SIP	Treasure	gees 4	* *
	Notifications	and and	Takina	0	1	Jat Fain good	1	Crane Post	Sargo'	an	1	min.	2		

Select your company.

Customers 🐨 Filter Res	sults									
Name 🛧	Address	Phone	Email							
Customer One	5555 SE One Lane Lovington, WA 98000	Primary (844) 555-5550	customerone@yahoo.com							
			Rows per page: 10 👻	1 - 1 of 1	<	<	>	н		

#### Select the "Subscribed Users" tab.

Customer D	etails			
CONTACT INFO	MANAGE VEHICLES	VEHICLE GROUPS	SUBSCRIBED USERS	
Dashboard > C	ustomers > Customer De	etails		
Customer Or	ne			/
Address 5555 SE One Lan Lovington, WA 98	e 000			
Contact Primary: (844) 55 Primary: Custome	5-5550 erone@yahoo.com			



Type the user's email address you would like to subscribe to receive fault notifications for in the search bar.

Customer D	oetails						
CONTACT INFO	MANAGE VEHICLES	VEHICLE 0	ROUPS	SUB	SCRIBE	ed Use	RS
Dashboard > C	ustomers > Customer De	etails					
FILTER BY Default	▼ Q custome	eruser					
customer use	er r@yahoo.com						
		Users per page	1-1 of 1	∢	<	>	▶
·							

Select the check box next to the user you wish to subscribe

Customer D	Details							
CONTACT INFO	MANAGE VEHICLES	VEHICLE G	ROUPS	SUB	SCRIBE	ed USE	RS	
Dashboard > C	Customers > Customer E	etails						
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### **How to Edit Vehicles**

Navigate to the "Vehicles" page from the left "Navigation Menu".

P/A	CCAR SOLUTIONS	Q, Search											6	Gustomer	Admin 🔫
-	Dashboard	Dashboard	1												
RD.	Dealers / Service Centers														
1.1		Stop Now		Service Now		Service Soon	2	Informational	2	No Action	2	Coming Soon		In Repair	2
	Customers	0 Vehicles o % of feet	0	2 Vehicles 22 % of feet		1 Vehicles 11 % of feet	0	0 Vehicles 0 % of feet	0	6 Vehicles 67 % of feet		0 Vehicles 0 % of feet		0 Vehicles 0 % of feet	
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		Map Filters:		Filter Results											×C
86	Vehicles	and a start of the					100	allocal d	9	1 Marine	Ser.	1 5 × 1 11-	*Tennis	1000 4	4
	Notifications	and the second	-	alestant (	200	ner faite and	~	Grane For	lan.	an	4	nie -	2		

Select the "Three Dot" icon next to the vehicle you wish to edit.

Veł	nicles 🛒 🛞								×	:
	Customer Unit Numb	er Recommendation	Year	Make	Model	VIN 🛧	DSN	Subscription End	Subscription St	atus
	Peterbilt Customer	No Action	2017	Peterbilt	579	10000000000	7047343	2019-01-23	ACTIVE	:
	Peterbilt Customer	No Action	2018	Peterbilt	579	10780-000-01013-0	7070921	2020-01-12	ACTIVE	1
	Peterbilt Customer	No Action	2017	Peterbilt	579	10782-0080-0222-00	7055234	2020-01-12	ACTIVE	:

### Select the "Edit Vehicle" Option.

Edit Vehicle

You can edit the "Unit Number" and "Description" fields.

	NO-0101340		
VELE	111/7	1005	
2017	Peterbilt	579	
DSN			
7055234			
UNIT NUI	MBER		
DESCRIP	TION		
SUBSCRIPT	ION START		
SUBSCRIPT 2018-01-	ION START		
2018-01-	IN START		
SUBSCRIPT	ON START		
SUBSCRIPT 2018-01- SUBSCRIPT 2020-01-	ON START 11 ION END 12		
SUBSCRIPT 2018-01- SUBSCRIPT 2020-01-	ON START 11 ION END 12		
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2018-01- SUBSCRIPT 2020-01- LICENSE ST ACTIVE PRIMARY DI Golden S	on start 11 12 ATUS SALER Late Peterbilt - Fresno		

### "Save" your changes



## **Frequently Asked Questions**

### Can I delete a user from PACCAR Solutions?

A User cannot be deleted. A user can be edited and made inactive by unchecking the "Active" box underneath the email notifications section and saving the changes.

#### How do I edit truck information?

Vehicle information is edited by using the following process. From the left hand menu select the "Vehicles" menu. Select the stacked three-dot icon next to the vehicle in the list and then select "Edit Vehicle".

#### Why am I getting so many notifications?

If a user is set up to receive All, Derate Active/Warning, or Derate Active notifications, that user will receive the respective type of notification that is set for all vehicles in the fleet. You can also create Vehicle Groups to limit the number of vehicles you want to receive notifications for.

#### Why am I not getting more notifications?

A user may choose to only receive Derate Active/ Warning and Derate Active notifications. If a user is not receiving the notifications they expect to see, confirm that the user is set up to receive the proper notifications or all notifications.

#### Who should get notifications?

Anyone in the fleet or at your preferred dealership who would want to know if a truck has a critical fault generated should be set up to receive notifications.

#### How can email notification settings be changed?

To change the email notification settings for a user, you will need to edit the user in the PACCAR Solutions Portal. The email notification settings are found in the "Notifications" tab of the user information screen.

#### How are forgotten passwords handled?

If you forget your password, select the Forgot password link on the PACCAR Solutions login page, and the system will send a password reset email to the address you provided.

#### Why are trucks not visible on the map?

Be sure that the visibility filters have been turned on. If that doesn't solve the issue, contact the selling dealer for that vehicle for further assistance.

