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Coding Information

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Title: PayStar Cluster voltage gauge and or cluster freeze on 5000/9000 model

Applies To: 5000/9000 gauge cluster

DESCRIPTION

Voltage gauge may not operate or gauge needle may swing around to 6 oclock position when Ultrashift transmission feature is ordered. Cluster gauge or gauges may freeze up and require power be disconnected to reset.

SYMPTOM

Part # below may exhibit an issue.

Part #	Description
3828084C91	5000/9000 Cluster
3828162C91	
3828163C91	
3828165C91	
3828167C91	
3828168C91	
3828169C91	
3828174C91	

3828177C91	
3836953C91	
3836954C91	
3836955C91	
3836957C91	
3828175C91	
3828176C91	

TROUBLESHOOTING

Voltage gauge may not operate or gauge needle may swing around to 6 oclock position when Ultrashift transmission feature is ordered. Cluster gauge or gauges may freeze up and require power be disconnected to reset.

RESOLUTION

Check Cab grounds to ensure they are clean and spot faced. If OK, order a cluster and ensure when received the label on the back says software version 3.2 or higher. The part # may or may not change to C92.

After installation of the replacement cluster, vehicle must be driven above 3MPH, for example a lap around the dealer parking lot, before programming the odometer.

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