



Volvo Chassis - Telematics Gateway (TGW) Goes Offline Due To VIN Mismatch When Test Engine ECU Is Installed



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In some cases, if a technician suspects an issue with the Engine ECU (EECU), they may replace it with a known good EECU as a test. If this is done on a truck with TGW , the TGW detects a component mismatch and automatically deactivates the SIM card. The system is designed in this way to protect the integrity of the data being transmitted by the telematics system; the data transmitted is specific to a VIN so it must be heavily guarded and is regulated by law.

NOTE: To avoid the component **mismatch** unhook the TGW before installing the test ECU

If the TGW goes offline due to a VIN mismatch when a test engine ECU is installed please create an E-service case with Tech Support.

In the case, provide a full description of the problem and any diagnostics that has been completed.



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