



## Solution

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Title (customer effect)	Mack Chassis - Aftertreatment Control Module ( ACM ) Not Visible / Missing From Control Unit Information in Premium Tech Tool ( PTT )
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Cause	When connecting to a chassis for diagnosis or programming, the ACM may not be visible. This is not an immediate indication of a failed module. Most ACMs replaced for this issue are found to be in working condition during failure analysis.
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Solution	<p>A. When replacing an ACM, always use Replace Hardware, operation 1700-22-03-12.</p> <p>B. Review the DTC Readout for communications codes that may indicate a data link problem.</p> <p>C. Ensure that there are no voltage or resistance issues with power and ground to the module.</p> <ul style="list-style-type: none"><li>- Ensure that there are 12 volts present on ACM pin 3 with Key On.</li></ul> <p>D. Make sure that the ACM is compatible with the truck.</p> <ul style="list-style-type: none"><li>- OBD13 to OBD15 (Model Years 2014 to 2016) have two compatible modules:<ul style="list-style-type: none"><li>• 21870087</li><li>• 22449432</li></ul></li><li>- OBD16 and newer is only compatible with one module:<ul style="list-style-type: none"><li>• 22449432</li></ul></li></ul> <p>E. Make sure to disconnect any third party devices (GPS, QUALCOMM etc.) that are connected anywhere to the data link, possibly on the diagnostic connector (back side).</p> <p>F. Make sure Tech Tool is at version 2.5.87 or newer. Tech Tool databases are up to date (when in doubt use the Update Product Information function).</p> <p>G. Remove the fuses for the TGW and ABS modules. This should only be required if there are issues with programming a module for the first time. Follow the procedure in Step H to ensure PTT has to re-identify the vehicle.</p> <p>H. If the original ACM is not visible in Tech Tool, make sure to do the following steps to clean the history of the truck inside tech tool:</p> <ol style="list-style-type: none"><li>1. Disconnect from the truck and then remove the truck from the latest selections list.</li><li>2. Exit out of PTT.</li><li>3. Using the Tech Tool Log Manager, stop the BAF services, clean up all log files and then start the BAF services.</li><li>4. Restart PTT and connect to the truck.</li></ol> <p>I. If the ACM is still not visible, start an eService case for further assistance. <b>The case must include:</b></p>
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- A complete DTC Readout from the time of the truck's arrival.
- A thorough description of all tests performed with results and numeric values noted ("Good" is not a value).
- Screenshots of any errors encountered while attempting to program.

Internal comments (BO)

*Before shipping the pre-programmed ACM, the following steps can be performed to allow the programming of the ACM.*

*1. Disconnect 62 PIN connector at the ACM*

*2. Eliminate J1939 communication by using either of the procedures attached [here](#).*

*3. Connect 62PIN connector at the ACM.*

*4. Program ACM using TT2.*

*5. If " ONLY " the ACM is still not visible, the new ACM will need to be sent to Technical Support Services after they have been contacted and a case opened.*

Solution visibility

[Dealer distribution](#)

### Function(s)/component(s) affected

Function affected

CV electronic control unit , 2 1 0 ACM , Diagnostic tool

### Function Group

Function Group

258 emissions after-treatment , 2841 Electronic Control Unit

### Customer effect

Main customer effect

calibration/programming/pairing/missing operation , diagnostics/methodology

### Conditions

Vehicle operating mode

when stationary

### Administration

Author

ut01793

Last modified by

RU4469V

Creation date

29-11-2016 15:11

Date of last update

25-01-2018 18:01

Review date

15-02-2017 00:02

Status

Published

NA\_Author\_Group

GTT

### NA\_MACK\_Vehicle\_Range

**NA\_MACK\_Vehicle\_Ran  
ge**

Cabover , LR , LEU , MRU , Conventional , CHU , CXU , GU , TD

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**Engine family**

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Engine family                      Mack , MP7 , MP8 , MP10

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**Emission Standard**

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Emission Standard                      2018 , OBD2017 , US17 GHG , US16 , US15 , US10 , US13 OBD , US14 GHG

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