



Mack Models

Mack Model LR , MRU , Anthem , CHU , CXU , GU

Volvo Models

Volvo Model VNR , VNX , VNL , VNM , VHD , VAH

Engine family

Engine family 11L Engine , 13L Engine , MP7 , MP8

Emission Standard

Emission Standard 2018 , OBD2017

** SOLUTION **

Title Intermittent Occurrences Of Very Brief Loss Of Power, Engine Stumble Or Hiccup Lasting Much Less Than A Second, Most Frequently Between 1500 And 1700 RPM, No Diagnostic Trouble Codes (DTC) Generated - **All Common Rail Fuel System Chassis - US17+OBD16 And Newer Emissions, Commonly Model Year 2018 And Newer**

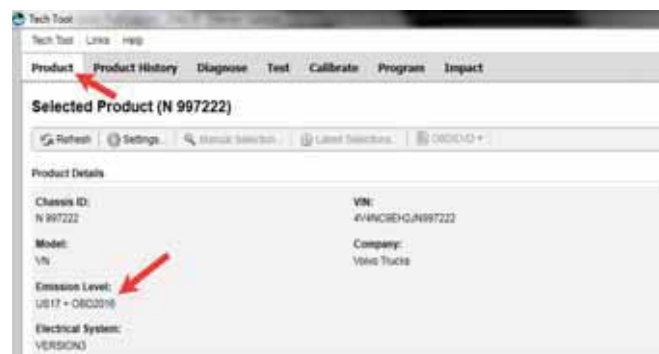
Cause In Common Rail Fuel System engines, engine power may be lost for a very brief period of time, (less then 0.5 seconds), before recovering and behaving normally. Descriptions of the issue may include symptoms such as loss of throttle, loss of power, or engine stumble or hiccup. Symptoms will most often be observed between 1500 and 1700 RPM and at lower engine load, although engine loads may vary. Frequency of occurrence may be approximately once every 25 miles (40 km) to once every 2-3 miles (3-5 km), depending on operating conditions. **There will be no Diagnostic Trouble Codes (DTC) associated with symptoms.**

For trucks equipped with an Automated Manual Transmission (AMT), the Gear Shift Display may briefly flash a lower gear number when other symptoms occur.

Solution

Verify the chassis emissions level and ensure that the vehicle is within the applicable range for this solution.

- Details can be found in the Product Details box on the Product tab in PTT as seen below:



Software improvements have been released to address this issue.

1. Check the Main Software (MSW) part number of the Engine Control Module (EMS)

A. If the MSW part number is lower than 23398790

1. Update the EMS software
2. Release the chassis after verifying there are no other issues.

B. If the MSW part number is 23398790 or above

1. DO NOT PERFORM DIAGNOSTICS IF THIS ISSUE IS PRESENT AS DESCRIBED ABOVE WITH NO ACCOMPANYING CODES OR OTHER SYMPTOMS

2. An eService case is required for all GHG17 vehicles and should be opened for a shop visit with repairs involved.

3. The eService case **MUST INCLUDE:**

a. A complete description of the customer report with all symptoms noted by both the customer report and the technician.

b. A complete DTC readout from the time of the truck's arrival.

c. A thorough description of any repair history that could potentially be related to this issue (EGR, turbo, VGT, fuel system, exhaust blockage, etc.)

- "Truck has been in for this previously" with no other details does not provide any information for review.

d. If any diagnostic work was performed prior to the case, all test performed with numerical values of the results should be provided.

- "Performed GD", "Checked system", "Okay", "Good" are not acceptable descriptions and values for work performed.

Temporary solution

Temporary solution

Function(s)/component(s) affected

Function affected

engine , regulation (cruise control/engine speed) , 1 1 0 EMS

Function Group

Function Group

28 ignition and control system

Customer effect

Main customer effect

stumble , engine speed , efficiency/abnormal behavior , power , loss of drive

Acceleration/speed

throttle

Road behaviour

driveability

Conditions

Vehicle operating mode

when driving

Frequency of occurrence of problem

random

Engine speed

1500 - 2000 rpm

Road conditions	flat road
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Administration

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Dealer ID	UT5061H
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