

**Mack Models**

Mack Model	Cabover , Conventional
-------------------	------------------------

Volvo Models

Volvo Model	Conventional
--------------------	--------------

Engine family

Engine family	11L Engine , 13L Engine , 16L Engine , MP7 , MP8 , MP10
---------------	---

Emission Standard

Emission Standard	US10+OBD13 , US14 , US15 , US16 , US17+OBD16 , US17+OBD18 , OBD2017 , 2018
-------------------	--

**** SOLUTION ****

Title	Premium Tech Tool (PTT) - Message For Data Mismatch, Product Configuration Mismatch; Instruction To Run An Accessory Kit Displayed When Attempting To Run Diagnostics For Diagnostic Trouble Codes (DTC) Or Programming - US10+OBD13 And Newer Emissions, Common Model Year 2014 And Newer
-------	---

Cause	When attempting a programming or guided diagnostics operation, PTT may generate a message that identifies a 'Product Configuration Mismatch' and display instruction to run accessory kits.
-------	---

This is an attempt to correct a mismatch between the vehicle and Central Systems. In most cases there is no accessory kit needed or does not exist for the mismatch that is identified, but there is a configuration mismatch that must be corrected.

Solution	If prompted to run an accessory kit due to product configuration when attempting to diagnose or program a vehicle:
----------	---

1. Update PTT to the latest version if there are updates available. An improvement implemented in version 2.7 and newer resolved some of the possible issues outlined in the following steps.

- Restart PTT after updating and check to see if the issue is still present before proceeding further.

2. From the Product screen, check the Product Status for a Product Data mismatch.

- Any Electronic Control Unit (ECU) that is offline and shows up as missing will trigger this message.
- Modules displaying a mismatch for Product Data are unable to communicate with PTT.

Control Unit	Product Data	Central Data
Engine Control Module (EMS)	—	🔒
Aftertreatment Control Module (ACM)	—	✓
Transmission ECU (TECU)	—	✓
Information display (MID 140)	—	✓
Volvo Link (MID 142)	—	✓
Vehicle ECU (MID 144)	—	✓

3. The Bendix Fusion module (ECU) or other third-party (non-Volvo) module may also cause this issue if it is offline.

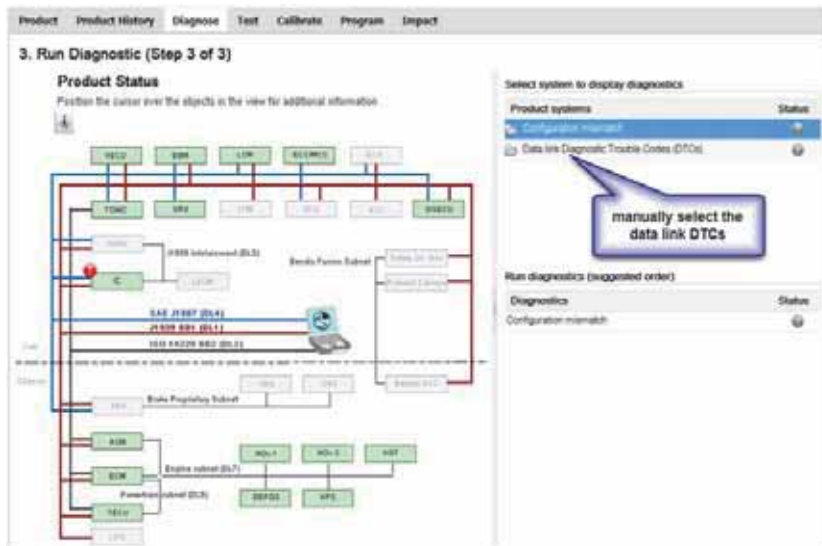
Bendix ECUs and other Non-Volvo ECUs are not shown on the Tech Tool Product Status screen. If a third-party module is offline, an associated data link DTC should be triggered.

3.1. Check for active data link DTCs that may indicate a module that is offline.

4. Correct any active data link DTCs.

Note: Data link codes may be caused by power, ground, and battery issues. Module power supply and ground should be checked along with other diagnostic items.

4.1. If both Configuration mismatch and Data link DTCs options are displayed, the Data link DTCs option should be selected **first**.

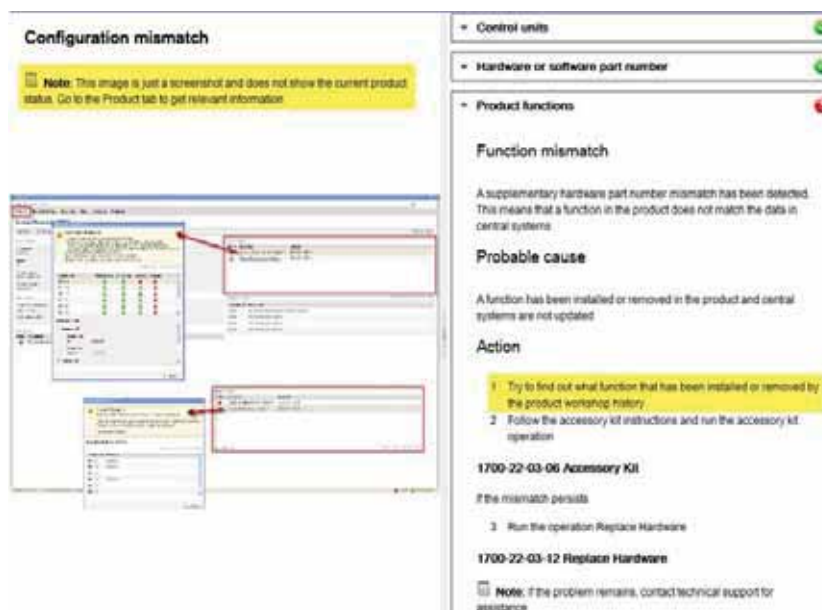


4.2. The active data link codes that were observed on the readout screen should be selected **first**.

4.3. The chassis should be re-identified to check that the problem is resolved following repair of the data link.

5. Resolve any Configuration Mismatches

5.1. If all other items above are resolved, proceed through the mismatch operation to resolve the issue.



Solution visibility

[Dealer distribution](#)

Function(s)/component(s) affected

Function affected

Diagnostic tool

Function Group

Function Group

08 Special tools , 17 service and maintenance

Customer effect

Main customer effect

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

Administration

Author

UT9268H

Dealer ID

UT9268H

Last modified by

RU4469V

Creation date

19-09-2018 19:09

Date of last update

27-12-2018 20:12

Review date

19-09-2019 00:09

Status

Published

NA_Reviewer

Ut9268H, RU0946V

NA_Author_Group

GTT