



Mack Models

Mack Model AN - Anthem , GR - Granite , PI - Pinnacle

Emission Standard

Emission Standard US17+OBD16 , US17+OBD18

** SOLUTION **

Title Mack Chassis - Theft Deterrent System (TDS) Not Working; TDS Does Not Accept Password, Lockout Prevents Vehicle Operation - **Model Years 2018 And 2019**

Cause When attempting to start a vehicle with theft deterrent enabled, the Vehicle Electronic Control Unit (VECU) may not accept the PIN entered by the operator, resulting in a lockout which prevents the vehicle from operating.

It has been determined that this issue is caused by an information mismatch between the Instrument Cluster (IC) and VECU.

Solution

A software improvement has been released to address this issue. The new software also includes an improvement for the Inter-Wheel Differential Lock alarm for vehicles equipped with the option.

If a vehicle exhibits the symptoms outlined above:

1. Check and verify whether the vehicle is equipped with Inter-wheel Differential Lock.

If the vehicle does not have Differential Lock:

1. Create an eService case. The case **must** include:

- A detailed description of the complaint
- This CBR Solution's number.

2. Technical support will provide an accessory kit. Run the accessory kit in PTT.

3. After the accessory kit is run, program the Instrument Cluster (MID 140) with current software.

4. Verify correct TDS operation.

If the vehicle is equipped with Differential Lock:

1. Update the Instrument Cluster (MID 140) software.
2. Check the function of the theft deterrent system to verify proper operation.

Internal comments (BO) Accessory Kit # 85154439

Solution visibility Dealer distribution

Function(s)/component(s) affected

Function affected MID 140 – IC04 / IC05 , MID 144 – VECU

Function Group

Function Group 396 accessories

Customer effect

Main customer effect calibration/programming/pairing/missing operation , locking/unlocking

Conditions

Vehicle operating mode when activating

Frequency of occurrence of problem random

Administration

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