

**\*\* SOLUTION \*\***

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Title	Mack Chassis - <a href="#">LR Models</a> - Premium Tech Tool ( PTT ) Error 1000 And Programming Failure When Installing Replacement Instrument Cluster
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**Mack Models**

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<b>Mack Model</b>	LR
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**\*\* SOLUTION \*\***

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Cause	When attempting to program a Replacement Instrument Cluster for an LR chassis, programming fails. Premium Tech Tool ( PTT ) displays message “Retrieving Part Numbers Failed”, Code: 1000, Description: An unexpected exception occurred within ESW Management.
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This failure appears to be due to the formatting of certain data that has been programmed into a number of instrument clusters that are in warehouse stock.

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**Solution**

**To confirm that the programming error is due to the condition described here:**

**1. Retrieve part information from the instrument cluster:**

- **For V-MAC IV vehicles:** Run PTT operation [1700-08-03-03 Vehicle Information, Test](#).
- **For V-MAC IV+ vehicles:** Run PTT operation [1700-08-03-38 Product Information Test](#).

**2. Review the information:**

- **For V-MAC IV vehicles:** The Vehicle Information Test will display the Software as “MACK”.
- **For V-MAC IV+ vehicles:** The Product Information test will not show any information at all for the instrument cluster

**If the condition described above exists, the instrument cluster can be programmed using the Manage Software function:**

**1. From the Tech Tool menu in PTT:**

- **For V-MAC IV Vehicles:** Select "Manage Software..."
- **For V-MAC IV+ Vehicles:** Select "Manage Software New..."

**2. Within the Manage Software dialog, enter the chassis ID of the vehicle and click the Search button.**

**3. After a list of control units is displayed, select the ECU to be programmed:**

- Instrument display ( MID 140 ) or Secondary Instrument Cluster ( MID 234 )

**4. If the replacement instrument cluster has a different hardware part number than the one being replaced, select Replace hardware within the Order Alternatives field.**

- **Note:** If unsure if the hardware part numbers are identical, select the Replace Hardware option.

**5. If the Replace hardware option has been selected, select the part number of the replacement instrument cluster within the Part Number field.**

- **Note:** If there are no valid replacements with differing part numbers compared with what the specification for the vehicle says is installed, there will only be one part number displayed.

**6. After the software has been downloaded, select "Work Offline" from the Tech Tool menu.**

**7. Go to the Program tab. Run operation [1700-22-03-13 Program With Stored Software](#).**

**8. Follow the prompts to load the stored software to the cluster.**

Internal comments (FO)	The base software installed in the cluster by the manufacturer has information that is in a different format. This format cannot be read by Tech Tool and causes an error.
Solution visibility	<a href="#">Dealer distribution</a>
<b>Function(s)/component(s) affected</b>	
Function affected	18 1 0 IC , MID 140 – IC04 / IC05 , MID 234 Secondary Instrument Cluster , Diagnostic tool
<b>Function Group</b>	
Function Group	381 combined instrument
<b>Customer effect</b>	
Main customer effect	calibration/programming/pairing/missing operation
<b>Fault Codes And Error Codes</b>	
OBDII Diagnostic Trouble Codes (P, U, B Format)	Error 43
<b>Administration</b>	
Author	RU3011V
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Status	Published
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Average score	5
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Number of scores	1
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