



**** SOLUTION ****

Title *Expired - Campaign Past Deadline - Regeneration Option Menu Missing From EATS Status Menu; Option To Start A Manual (Parked) Regen Missing In Instrument Cluster - US17+OBD2016 Emissions, Model Year 2018 (Common Rail Fuel System ONLY)*

Mack Models

Mack Model LR , MRU - TerraPro , TE - TerraPro , AN - Anthem , GR - Granite , PI - Pinnacle

Emission Standard

Emission Standard US17+OBD16 , US17+OBD18

Engine family

Engine family MP7 , MP8 , MP10

**** SOLUTION ****

Cause When a vehicle requests a parked regen, it may be found that the option or button normally visible on the screen in the EATS menu is missing. An example of the screen appearance is shown below:



Solution

NOTE: THE CAMPAIGN BELOW IS VIN SPECIFIC. Premium Tech Tool must be consulted for applicability before proceeding.

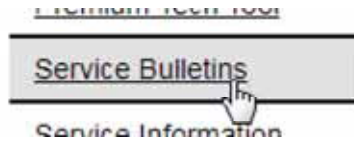
Information Concerning the Campaign can be found on the [Mack Trucks eMedia](#) website, accessed from the Mack Trucks Dealer Portal.

Review the Bulletin

1. From either the Home screen or the Applications screen, find and click on the link to the [eMedia Center](#).



2. Click on [Service Bulletins](#), located on the left side of the page.



3. Click on the [Special Coverage Code \(SCC Campaigns\)](#) link.



4. Enter the Campaign number ([S7305](#)) into the search box toward the bottom of the page. Click Search



5. Click on the link that appears below the Search box.



Related Search Results are shown below.



Check For Applicability

After first connecting to the vehicle with PTT and starting a job card, all campaigns that are currently open for the vehicle will be listed on the right side of the Product screen.

Campaigns (1)		Readout Time: 9/18/2018 1:41 PM
Campaign ID	Description	
S7305	OAG: MANUAL REGEN BUTTON INOP (P7605)	

Solution visibility

[Dealer distribution](#)

Function(s)/component(s) affected

Function affected

MID 140 – IC04 / IC05 , Diagnostic tool , SB , SC

Function Group

Function Group

254 catalytic converter; exhaust emission control equipment , 258 emissions after-treatment , 381 combined instrument

Customer effect

Main customer effect	regeneration
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Visual appearance	part lost/missing function
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Conditions

Vehicle operating mode	when stationary , with parking brake
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Administration

Author	UT0455H
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Dealer ID	UT0455H
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Last modified by	RU4469V
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Creation date	29-08-2018 21:08
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Date of last update	11-09-2019 16:09
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Status	<i>Expired</i>
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Average score	3
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Number of scores	1
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NA_Reviewer	UT0455H
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