

**** SOLUTION ****

Title	<i>Expired - Refer To K41105570 - Mack Chassis - Instrument Cluster Replacement (IC, MID 140) - Programming Requirements When Installing A Cluster With A Newer Part Number - US04 (MP Series Engine) To US10 Chassis (9-Pin Diagnostic Connector)</i>
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Mack Models

Mack Model	CHU - Pinnacle, Axle back , CXU - Pinnacle, Axle front , GU - Granite , TD - Titan , CT , CX
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Emission Standard

Emission Standard	US04 , US07 , US10
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Engine family

Engine family	MP7 , MP8 , MP10 , Cummins
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**** SOLUTION ****

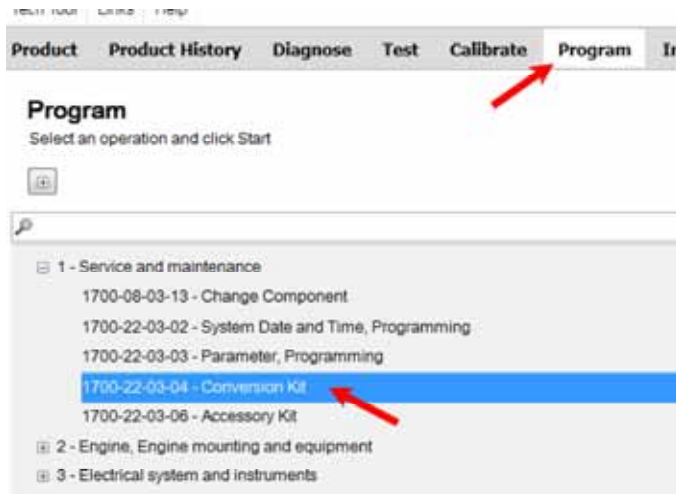
Cause	With several changes made to the Instrument Cluster made in the past several years, it may be necessary to run Conversion Kits to reconfigure software to be loaded when installing a new Cluster.
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Solution**Overview**

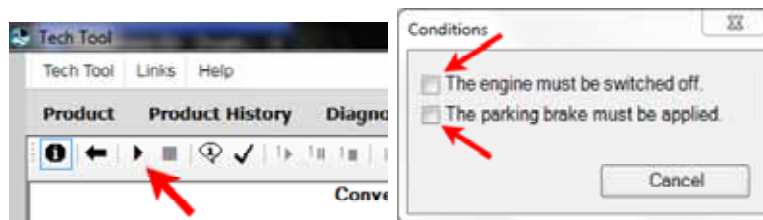
If installing a new Instrument Cluster, error messages or programming failure may be encountered during the programming process, especially when the old Cluster is multiple part number supersessions older than the one being installed. There have been several software changes made in the background as new versions of the Cluster were released. This may necessitate running Conversion Kits prior to programming the new Cluster in order to receive the proper configuration from Central Systems.

Repair

1. Check the part number of the original Cluster, and the Cluster being installed. Make note of both numbers.
 - Obtain part numbers from the label on the Clusters. Do not use numbers from product packaging for reference.
 - Verify that the new Cluster is compatible with the chassis.
2. In PTT, go to the Program tab. Select [1700-22-03-04 - Conversion Kit](#). Press the Start button in the lower right-hand corner of the screen to start the operation.

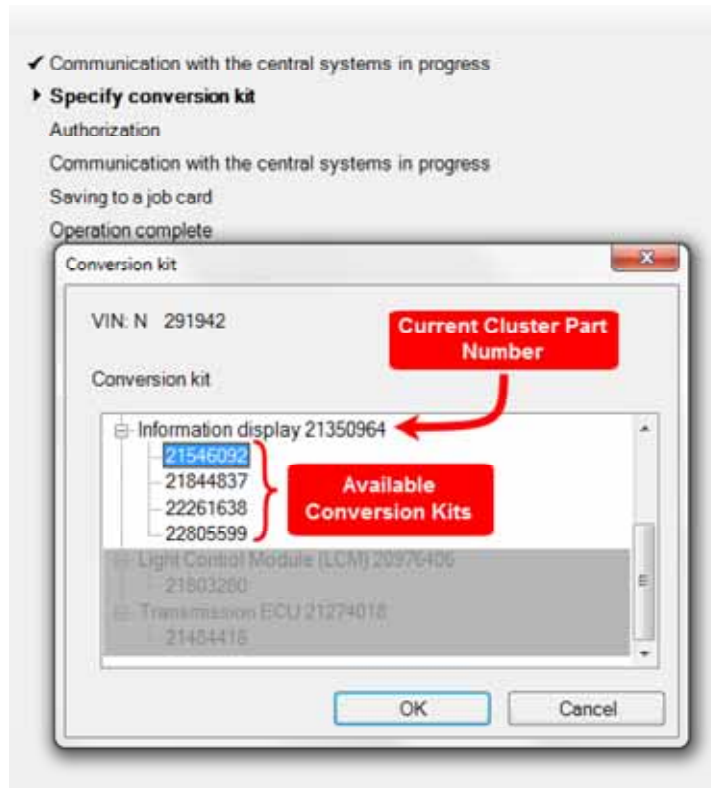


3. Press the Play button in the upper left-hand corner of the screen. The Conditions window will open. Ensure that both conditions are met and check the boxes.



4. A list of all Conversion Kits available will open. Find the available kits for Information Display. The part number of the Cluster currently installed should appear next to the section header.

- **NOTE:** If there are no Conversion Kits displayed for Instrument Cluster, power, ground, and data links will need to be checked to ensure a communication or power supply issue is not preventing programming.

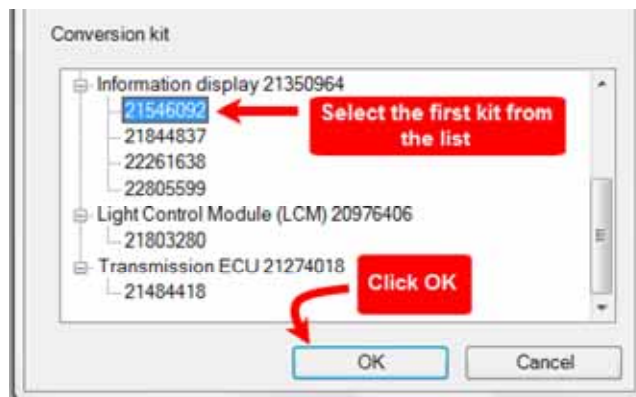


5. Refer to the new Cluster part number. Each Conversion Kit listed will need to be run **one at a time starting from the top (lowest part number), up to but not past** the part number of the new Cluster.

- **DO NOT** go straight to the conversion kit that matches the part number. Older kits must be run **FIRST**.

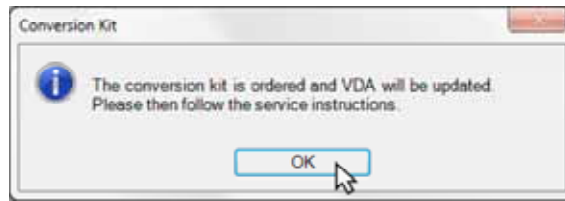
- **NOTE:** If the new Cluster has a part number that is not shown on the list, run the Conversion Kits up to the closest number to but lower than the new Cluster part number. Contact Tech Support through eService for the part number to be updated in Central Systems once conversion kits have been run. Required information for the eService case can be found at the end of this solution.

A. Select the first Kit on the list. Click Okay.



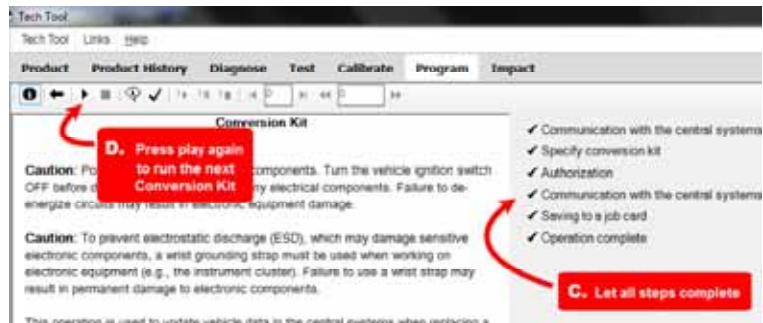
B. An alert will open advising that the Kit is ordered and VDA updated. Click

OK

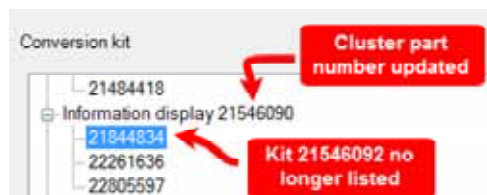


C. Wait for all steps to complete. It may take several minutes for the "Saving to job card" step to complete the first time through.

D. Once the operation completes, press the Play button again. Repeat steps A and B as necessary.



i. Once a kit has been run, the current part number will be updated and the previously run kit will no longer be present on the list.



E. DO NOT RUN ANY KITS PAST THE PART NUMBER BEING INSTALLED.

6. Once all of the necessary kits have been run, exit the operation. Refresh product data.

7. Program the Cluster as normal.

NOTE: It may be necessary for direct changes to be made once all available Conversion Kits are run if programming still will not complete. Swapping a Standard (MPH) Cluster to a Metric (KPH) Cluster is a common example of this.

If programming will not complete after all Conversion Kits have been run:

- Start an eService case.
- In the case, provide:

- The new Cluster part number
- The old Cluster part number
- Advise that Conversion Kits have been run.
- Provide a screenshot (preferred) or a complete description of the error code observed when programming.

Solution visibility

Dealer distribution

Function(s)/component(s) affected

Function affected

18 1 0 IC , MID 140 – IC04 / IC05 , dashboard/information display , Diagnostic tool

Function Group

Function Group

381 combined instrument

Customer effect

Main customer effect

calibration/programming/pairing/missing operation , diagnostics/methodology , fault code/display

Conditions

Vehicle operating mode

when stationary

Frequency of occurrence of problem

random

Administration

Author

RU4469V

Dealer ID

RU4469V

Last modified by

RU4469V

Creation date

08-01-2018 21:01

Date of last update

30-09-2019 17:09

Status

Expired

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