Solution K62132009
Monday, November 4, 2019 9:49:30 PM CET

** SOLUTION **

Title	Volvo Chassis - Telematics Gateway (TGW) Goes Offline Due To VIN Mismatch When Test Engine ECU Is Installed

Volvo Models

Volvo Model	VNL , VNM , VNX , VAH , VHD

Emission Standard

Emission Standard	US10 , US10+OBD13 , US14 , US14+OBD15 , US14+OBD16

Engine family

Engine family	11L Engine , 13L Engine , 16L Engine

** SOLUTION **

Cause	In some cases, if a technician suspects an issue with the Engine ECU (EECU) , they may replace it with a known good EECU as a test. If this is done on a truck with TGW , the TGW detects a component mismatch and automatically deactivates the SIM card. The system is designed in this way to protect the integrity of the data being transmitted by the telematics system; the data transmitted is specific to a VIN so it must be heavily guarded and is regulated by law.
Solution	If the TGW goes offline due to a VIN mismatch when a test engine ECU is installed please create an E-service case with Tech Support. In the case, provide afull description of the problem and any diagnostics that has been completed.
Internal comments (FO)	**Summary:** NA Telematics – **(VIN number)** **Description:** **(What is the issue you are having?)** **Reported Service:** NA Telematics **Affected CI:** NA Telematics **Category:** VGT Svc – Telematics **Sub Category:** Internal **Impact:** **3 - Low** 1 – Significant = All VINs 2 – Moderate = Multiple VINs 3 – Low = Single VIN **Urgency:** **3 - Low** 1 – Significant = All VINs 2 – Moderate = Multiple VINs 3 – Low = Single VIN **Owner Group:** VGT - Service Desk

Assignment Group: VGT – Offline Desk

*****Also add Customer (your UT# or RU#) for tracking purposes.*****

This is the template we created a few years ago to streamline the requests process with VGCS. They sit upstairs 3rd floor and are also available thru IM. They just need the support case for tracking. I have this setup as an email signature for easy usage. All I have to do is fill in the needed information. Many times I will already be working with someone in VGCS via IM, and then just CC they in the support request email.

Solution visibility	Dealer distribution

Function(s)/component(s) affected

Function affected	12 1 0 TGW2 , MID 141 – DATAMAX Gateway , MID 142 – RAL , MID 179 – FMS Gateway , Diagnostic tool , SNV , Engine

Function Group

Function Group	397 mobile data services , 398 telematics systems

Customer effect

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

Fault Codes And Error Codes

J1939 Fault Codes (MID-PID-FMI Format)	MID 142

Conditions

Vehicle operating mode	when driving , when stationary
Frequency of occurrence of problem	always

Administration

Author	ut01793
Last modified by	A241298
Creation date	02-03-2016 22:03
Date of last update	01-10-2019 14:10
Status	Published

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