



Service Literature

To: General Managers
 Service Managers
 Service Technicians
 Warranty Managers

Region: U.S.
 CAN

Bulletin: SLM20-003

Date: April 1, 2020

Valid to: N/A

Action Required? Yes No

From: Mack Trucks – Service

Subject: Service Literature Published and Released in Mar, 2020

The following summarizes the service literature that has been published and/or revised for the month.

(PI) SERVICE PROGRAM

BULLETIN #	TITLE	COMMENTS
S7459	PI0889 DIFFERENTIAL LOCK ENGAGEMENT STATUS ALARM UPDATE	New

(SC0/EC0) RECALLS

BULLETIN #	TITLE	COMMENTS
	None Issued	

(CBR) CASE BASED REASONING

NEW SOLUTIONS

SOLUTION #	TITLE
K31969523	AMT-F With Crawler Gears - During Gearbox Removal From The AMT: Input Shaft Slips Out Of The Gearbox Or Becomes Loose In The Gearbox
K04706208	Mack Chassis - Vehicles Equipped With AMT-C, AMT-D, And AMT-F (mDrive) Transmissions - Grade Gripper Engaging On Flat Ground, Inclination Sensor Calibration
K34676467	New/Replacement Air Tank Leaking; Air Leaks At The Air Tank Ports/Around Fittings
K93440201	Automated Manual Transmission (AMT) - All AMT Models (C, D, F) - Input Shaft And High Range Synchronizer Snap-Ring Selections, Part Number Information, Reference Guide
K95505022	Mack Chassis - Ignition Cylinder Replacement; Ignition Switch Sticks In Ignition Position
K12193443	Mack Chassis - Rear Drive Transverse Torque Rod Bracket Failure; Torque Rod Bracket Broken/Studs Broken On Rear Carrier
K01157283	Front Accessory Drive Noise, Alternator Belt Wear, Alternator Belt Tensioner Failure - Model Year 2017 And Newer
K68360438	Description and Function - Premium Tech Tool (PTT) Operation 2589-08-03-18 Exhaust Aftertreatment System Analysis



CBR (Continued)

UPDATED SOLUTIONS

SOLUTION	TITLE	COMMENTS
K65527708	Diagnostic Trouble Codes (DTC) P20EE And P103C, Diagnostic Procedure; - US17+OBD16 And US17+OBD19 Emissions, Model Years 2018 And 2020	Changed emissions levels covered. US17+OBD18 to be moved to separate solution.
K28501552	Mack Chassis - Models Granite (GU,GR), Pinnacle (CHU, CXU, PI), Anthem (AN) - Steering Constant Correction To Center	Updated applicable models, tagging.