
To: General Managers, Service Managers, Service Technicians, Warranty Managers
From: Mack Trucks – Service
Date: March 31, 2021
Subject: Service Literature Published and Released in March, 2021
Bulletin: SLM21-003

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

SERVICE NEWS

BULLETIN #	TITLE	COMMENTS
	None Issued	

TOOL BULLETIN

BULLETIN #	TITLE	COMMENTS
	None Issued	

FIELD SERVICE BULLETIN

BULLETIN #	TITLE	COMMENTS
FSB 258-041	Diesel Exhaust Fluid (DEF) Crystallisation, Dosing valve, Clean	New
FSB 237-021	Valve, Common Rail, Removal	New
FSB 491-032	Transmission Oil Cooler Hose, Replacement	New

SERVICE PROGRAM

BULLETIN #	TITLE	COMMENTS
S7567	RD: EPRV Delete & Fuel Rail Pressure Sensor Update	New

RECALLS

BULLETIN #	TITLE	COMMENTS
SRA-M422	Safety Recall Alert, DRL Override	New

(CBR) CASE BASED REASONING

NEW SOLUTIONS

SOLUTION #	TITLE
CBR-2103	Mack Chassis - Model Anthem (AN) - Hood Latch/Cable Sticking Or Binding

UPDATED SOLUTIONS

SOLUTION	TITLE	COMMENTS
CBR-274	Mack Chassis - Vehicles Equipped With A Vertical Selective Catalytic Reduction (SCR) System - Diagnostic Trouble Codes (DTC) P1031 With Possible P24DA Lighting The Malfunction Indicator Lamp (MIL) - US17+OBD16 (GHG17, Common Rail Fuel System)	Format Update/Author Update
CBR-144	Mack Chassis - Equipped With An I-Shift Transmission - Vehicle Jerks When Accelerating From A Stop In Drive Or Reverse; Transmission Bucking	Updated the CBR Links
CBR-400	FSB 284-070 DTC P0194-00 and/or P016E-00, Fuel Rail Pressure Sensor (RPS) and wiring harness, Replacement	Solution update with FSB info
CBR-70	Mack Chassis - Model GR/GU - Hood Warpage	Updated Pictures
CBR-974	Mack Chassis - Automated Manual Transmission (AMT, mDrive) Repair Strategy; Component Inspection And Reuse Guidelines And Instructions; Required Tasks When Disassembling An AMT For Repair - For Use With Service News SNM20-001a	SNM20-001a Link Update
CBR-273	Mack Chassis - Vehicle with Diagnostic Trouble Code (DTC) P2002-00, Diagnostic Instructions - US10+OBD13 Emissions ONLY, Model Years 2013 (Rare), 2014	Directed techs to CBR-864 for road test instructions
CBR-897	Mack Chassis - Equipped With An Allison Transmission: Enable 6th Speed - All Emissions, All Model Years	Added tag 6th gear
CBR-740	Diagnostic Trouble Code (DTC) P20EE - SCR NOx Catalyst Efficiency Below Threshold (Bank 1) - US17+OBD2019 And Newer Emissions	Updated solution to direct the tech to the published FSB.
CBR-2055	Mack Check Fuel Filter – Instrument Cluster Warning Message And Icon - US20 Emissions	Content Update