
To: General Managers, Service Managers, Service Technicians, Warranty Managers
From: Mack Trucks – Service
Date: October 6, 2021
Subject: Remote Software Downloads
Bulletin: SNM21-006

It is possible in the Tech Tool application to recall a pending Remote Software Download (RSDWL

A RSDWL that has reached the Telematics Gateway (TGW) but is not yet programmed. The recall will unlock control unit(s) that are locked in Central Systems.

How To Unlock:

Access “Control Unit Data Mismatch” found on the Product Identification screen of Tech Tool. Click on the “details” of the locked ECU to locate the “Recall Pending Software Download” button, click to unlock.

