



Mack Chassis - Theft Deterrent System (TDS) Not Working; TDS Does Not Accept Password, Lockout Prevents Vehicle Operation - Model Years 2018 And 2019



> **Internal Content**

A software improvement has been released to address this issue. The new software also includes an improvement for the Inter-Wheel Differential Lock alarm for vehicles equipped with the option.

If a vehicle exhibits the symptoms outlined above:

1. Check and verify whether the vehicle is equipped with Inter-wheel Differential Lock.

If the vehicle does not have Differential Lock:

1. Create an eService case. The case **must** include:

- A detailed description of the complaint
 - This CBR Solution's number.
2. Technical support will provide an accessory kit. Run the accessory kit in PTT.
3. After the accessory kit is run, program the Instrument Cluster (MID 140) with current software.
4. Verify correct TDS operation.

If the vehicle is equipped with Differential Lock:

1. Update the Instrument Cluster (MID 140) software.
2. Check the function of the theft deterrent system to verify proper operation.



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