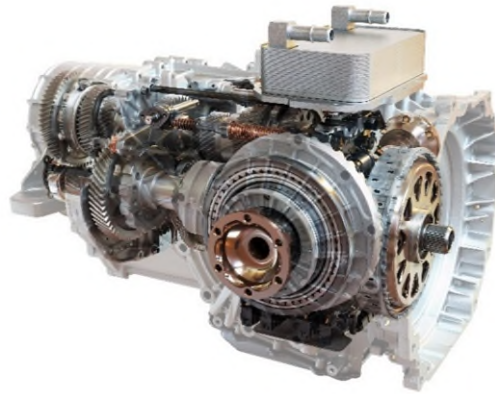




# Guideline - How to manage MC20 Gearbox related anomalies



DATE: February 18, 2022

The purpose of this Technical Bulletin is to provide information on the correct management of any cases of gearbox anomaly complaints with storage of fault codes in the DCTM.

**MODELS:** MC20 (M240)

In case it is necessary to diagnose any possible anomaly related to a gearbox with consequent storage of fault code in DCTM, it is required to:

- 1) Do not delete DTCs in DCTM for any reason.
- 2) Do not perform any SW updates that may be available for DCTM (even if requested by a Technical Bulletin or Campaign) before sending a Blue on Line and closing it following completion of the diagnosis.
- 3) Open a Blue on Line report as Support Request.

For a limited period, Technical Support may request (through Blue on Line) the execution of a Team Viewer session to read additional parameters related to the fault codes stored in DCTM.

NOTE: If the execution of a team viewer is requested through Blue on Line, always check that the Team Viewer version installed on the MDEVO is the latest one available and have it updated in advance.

If you have any questions, contact the Technical Support Helpdesk.