



Countries: CANADA, UNITED STATES Document ID: IK0800655
Availability: ISIS, IsSIR Revision: 2
Major System: ELECTRICAL SYSTEM Created: 3/23/2023
Current Language: English Last Modified: 5/16/2023
Other Languages: NONE Author: Sean McGannon
Viewed: 118

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Coding Information

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Title: N2 Telematics Module Not Communicating With OCC Systems

Applies To: LT, RH, Lonestar, MV, HX, HV, eMV, eCE with feature codes 10ADT, 10AEY, 10AEU, 10AEZ, 10AGB, and 10AGC built between 4/4/2019 and 11/1/2022

CHANGE LOG

Please refer to the change log text box below for recent changes to this article:

05/08/2023 - Added missing features 10AEU and 10AEZ. Made article externally visible.
03/27/2023 - Initial Article Release

DESCRIPTION

Certain LT, RH, Lonestar, HX, MV, HV, eMV, and eCE vehicles built between 4/4/2019 and 11/1/2022 with feature codes 10ADT, 10AEY, 10AEU, 10AEZ, 10AGB, and 10AGC for an N2 Communication/Telematics module may have no communication from the vehicle in their OCC, Telematics, or OTA (Over The Air) update dashboards. An OTA update was released to update the modules to connect to a new cellular network before the old 3G wireless network was shut down/sunsetted in February 2022. However, if the vehicle was sitting unused or in a situation where the module could not connect to the network and updated between December 2021 and February 2022 it may not have updated and is now not able to communicate to download the update.

SYMPTOM(s)

Diagnostic Trouble Code(s) & Dashboard Indicator Light(s):

No fault codes for this complaint.

Customer Observations or Concerns:

No OCC telematics health reports

Driver's E-logs not working correctly

Vehicle does not perform Over-The-Air (OTA) software updates

SPECIAL TOOL(s) / SOFTWARE

No special tools needed for this repair

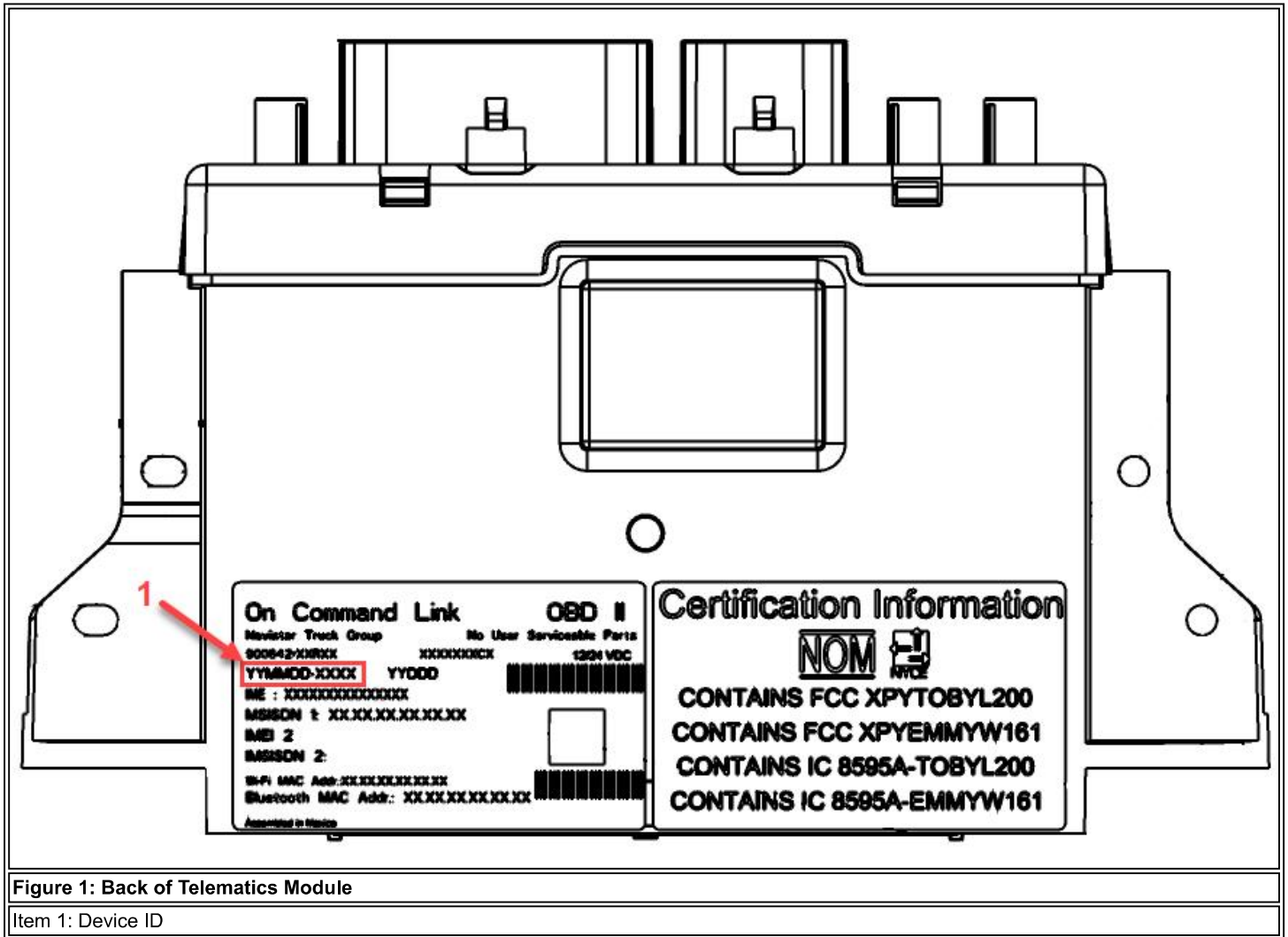
SERVICE PARTS INFORMATION

Kit Description	Part Number	Quantity Required	Notes
MODULE , N2 MODULE TELEMATICS	4129174C5	1	Depending on availability in PDCs, part number 4129174C6 may also be used.

DIAGNOSTIC STEP(s)

This iKnow is intended to be informational only and supplemental to the telematics module diagnostics and repair procedures in the applicable service manuals. Refer to truck/bus service manual for the model of vehicle you are working on.

Remove the telematics module following the applicable service manual and inspect the device ID on the module (Figure 1, Item 1). The first 6 digits of the device ID is the date the module was made (Year/Month/Day or YYMMDD). If the module was made before 10/8/22 (shown as 221008 on device ID) and has the symptoms described above it will need to be replaced with a newer module.



WARRANTY INFORMATION

Warranty Claim Coding:

Refer to the [Warranty Coding Manual](#) for Group and Noun Codes.

Standard Repair Time(s):

Refer to the [SRT Manual](#) for Repair Times

OTHER RESOURCES

[Master Service Information Site](#)

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