

Telematics Gateway (TGW) Connect Ability Issues

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Valid For

Volvo models VNR,VNX,VNL,VNM,VAH,VHD Model Years 2010 to current

Mack models CHU,CXU,PI,GR,GU,LR,TD,MRU,TE,AN Model Years 2013 to current

This document was created due to the limited amount of TGW diagnostic information available.

If a customer has a complaint of not being able to locate the truck via Remote Diagnostics and the TGW is not showing connected:

Possible Causes

Telematics Gateway, Communication Loss

SIM-Card - Incorrect Installation

SIM-Card - Damaged

TGW Will Not Connect After SIM Card Replacement

If the TGW will not connect after SIM card replacement Refer to CBR solution **CBR-2333**

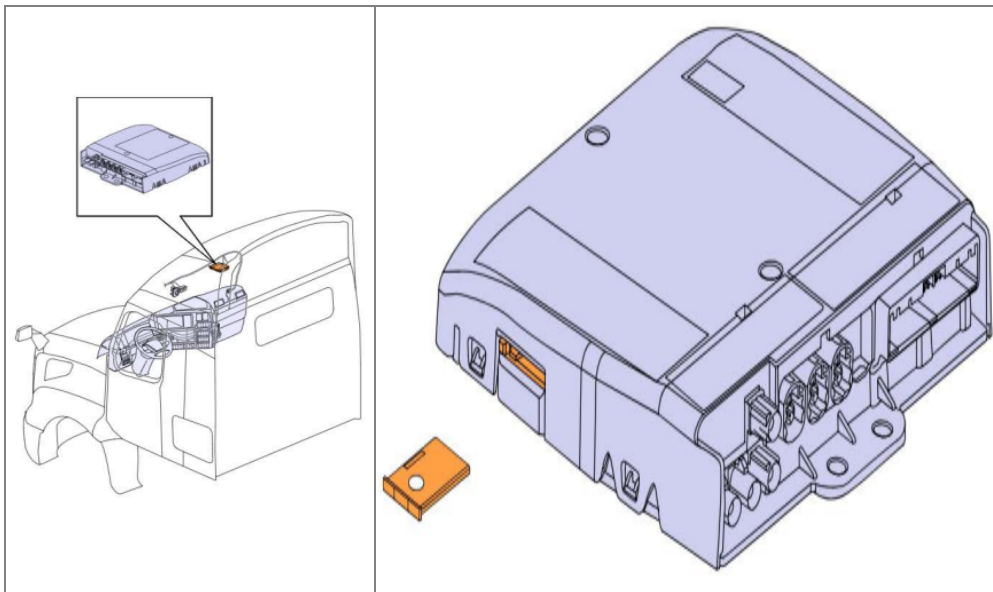


Telematics Gateway, Communication Loss

1. Program and calibrate the TGW
2. Calibrate the SIM card (3979-07-03-02 Telematics System SIM ID calibration)
3. Complete PTT operation 3989-08-03-02 Telematics Connectivity, Check and Activation
 - After running operation 3989-08-03-02 wait 15 min

SIM Card - Incorrectly installed/Damaged

1. Remove the SIM card by using a tool with a fine point (such as an ink pen) and press only on the small button near the SIM card when ejecting it from the Telematics Gateway (TGW)
2. Check that correct component is installed
3. Visually check that component is not damaged



NOTE: The SIM card is installed in a holder onto the side of the TGW; the holder should be fully sealed into the electronic control unit (ECU) when installed correctly. Also note that the SIM card is installed on the bottom of the holder, care should be used when removing and installing as not to let the card fall out of the holder.

In PTT complete the operations below.

- 3970-08-03-02 Telematics System, GPS
- 3979-07-03-02 Telematics Connectivity, Check and Activation

Repair Verification

After any action, perform a repair verification to test if the fault has changed status. The fault might have been corrected during fault tracing even if no obvious fault has been detected.. This might point to an area of further investigation.

Related links and attachments

No links or attachments available



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