

TGW3 Non-Communication

Service Category Service Department

Section Function Group 397

Technician Skill Level A

Market North America

Applicability

Mack

Model Years	Models
2023, 2024	AN, GR, PI, TE, LR

Introduction

Mack trucks has determined that certain AN, GR, PI, TE, and LR model trucks built with TGW3 have stopped communicating after production. Follow the instructions below to update the TGW software and perform the SIM card calibration procedure to re-establish TGW connection. **PLEASE ENSURE ALL SOFTWARE UPDATES HAVE BEEN ATTEMPTED BEFORE REPLACING THE MODULE AND SIM CARD.**

Production Change Information

This bulletin applies to vehicles built within the specified production changes below.

Brand	Engine	Emission Level	Starting Build Date	Ending Build Date
Mack	MP7, MP8	EM-USA21	13-April-2022	29-September-2023

Warranty Information

This repair is covered by an authorized Service Program. Reimbursement is obtained through the normal claim handling process.		
Claim Type (used only when uploading from the Dealer Bus. Sys.)		B
Main Labor Code(s)	Description	Hours
1700-08-03-39	Program Electronic Control Unit – Telematic Gateway	0.4
3979-07-03-02	Telematics System SIM ID calibration	0.1
3989-08-03-02	Telematics Connectivity, Check and Activation	0.1
Labor Code (If needed)	Description	Hours
3970-03-02-22	Telematic Gateway, Replacement	1.7
Causal Part	23417950	

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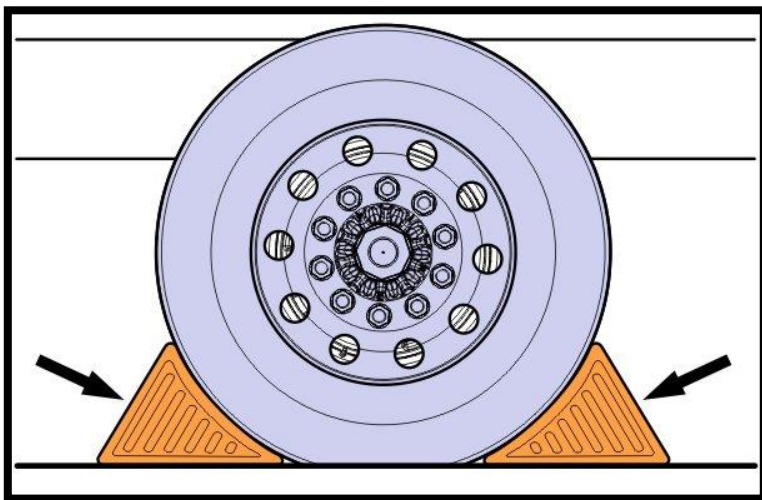
SCC Authorization Code	S0310
Expiration Date	August 30, 2025

Parts Information

Part Numbers	Part Name	Quantity
23417950	Telematics Control Unit	As Needed
23004613	SIM Card	As Needed

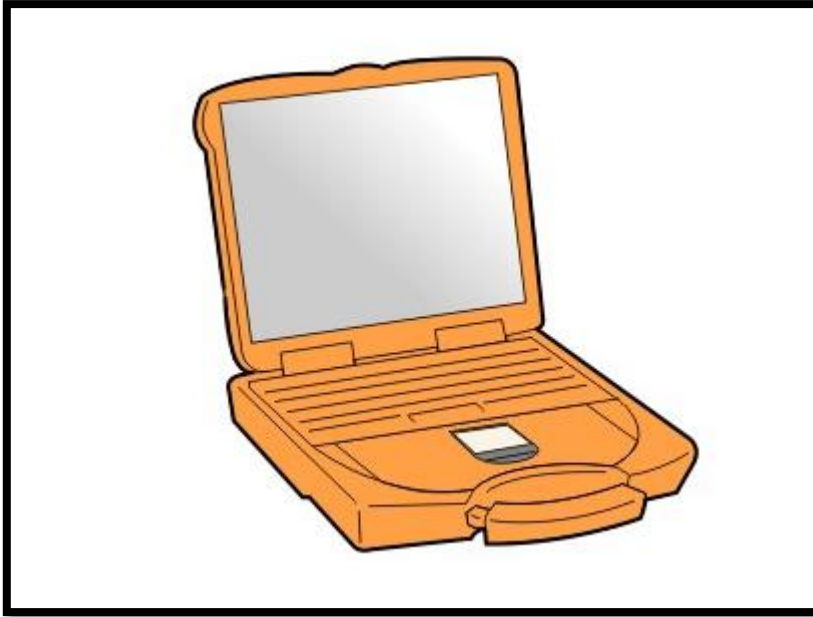
Repair Procedure

1. Secure the vehicle for service.
2. Apply the parking brake.
3. Place the gear lever in neutral.
4. Install wheel chocks.



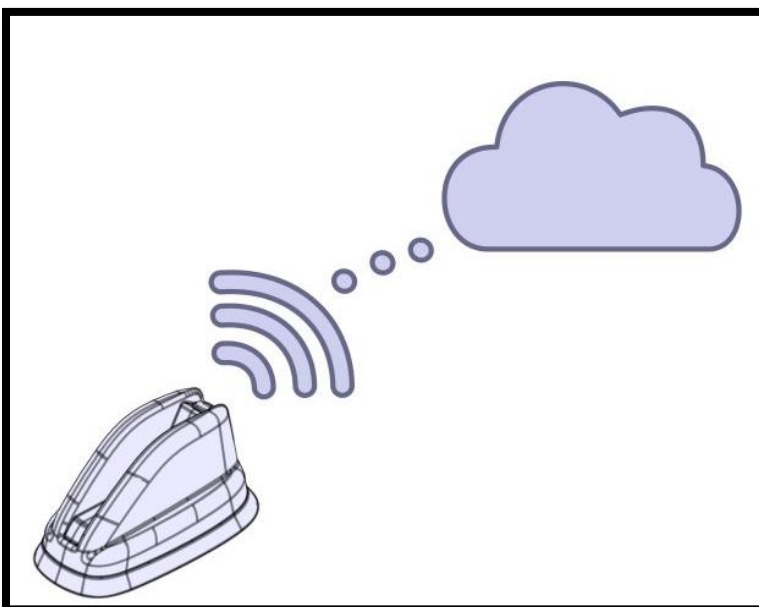
5. Connect the vehicle to Premium Tech Tool.

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6. Perform PTT operation **1700-08-03-39, Program Electronic Control Unit – Telematic Gateway TGW.**
7. Perform PTT Operation **3979-07-03-02, Telematics system SIM ID, Calibration.**
8. Let the vehicle wait for 30 minutes with the power turned on.

NOTE: Ensure that there is adequate cellular reception in the area where the vehicle is waiting.

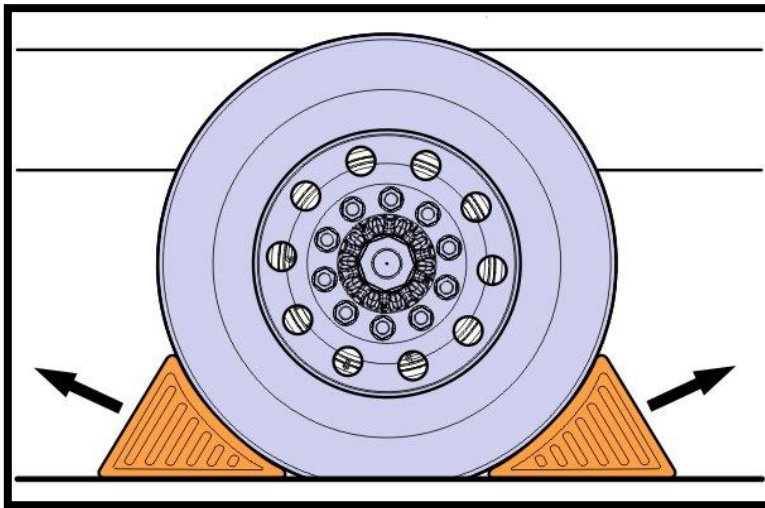


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9. View the DTC readout and correct any relevant codes.
10. Perform PTT operation **3989-08-03-02, Telematics Connectivity, check and activation.**
 - a. If connectivity passes, continue to step 11.
 - b. If connectivity fails, replace the TGW module and SIM card following **Impact operation 3970-03-02-22 Telematic Gateway, Replacement.**

IMPORTANT: If previous SIM card was PN: **23004613**, no other action will be required. If previous SIM card was PN: **22990242**, replace with PN: 23004613 and run accessory kit PN: 85165543

11. Disconnect the vehicle from Premium Tech Tool.
12. Remove the wheel chocks.



13. Release vehicle to service.