



# Mack MMDE GVCU Software

**Service Category** Service Department

**Section** Function Group 360

**Technician Skill Level A**

**Market:** North America

## Applicability

**Mack**

Model Years	Models
2024-2025	MMDe

## Introduction

Mack Trucks has identified that certain MMDE model trucks may encounter charging issues when using a Heliox brand charger. To address this, a General Vehicle Control Unit (GVCU) software update has been developed. Please refer to the instructions in this document to install the update.

## 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	BEV	EM-ZE	21-June-2023	24-October-2024

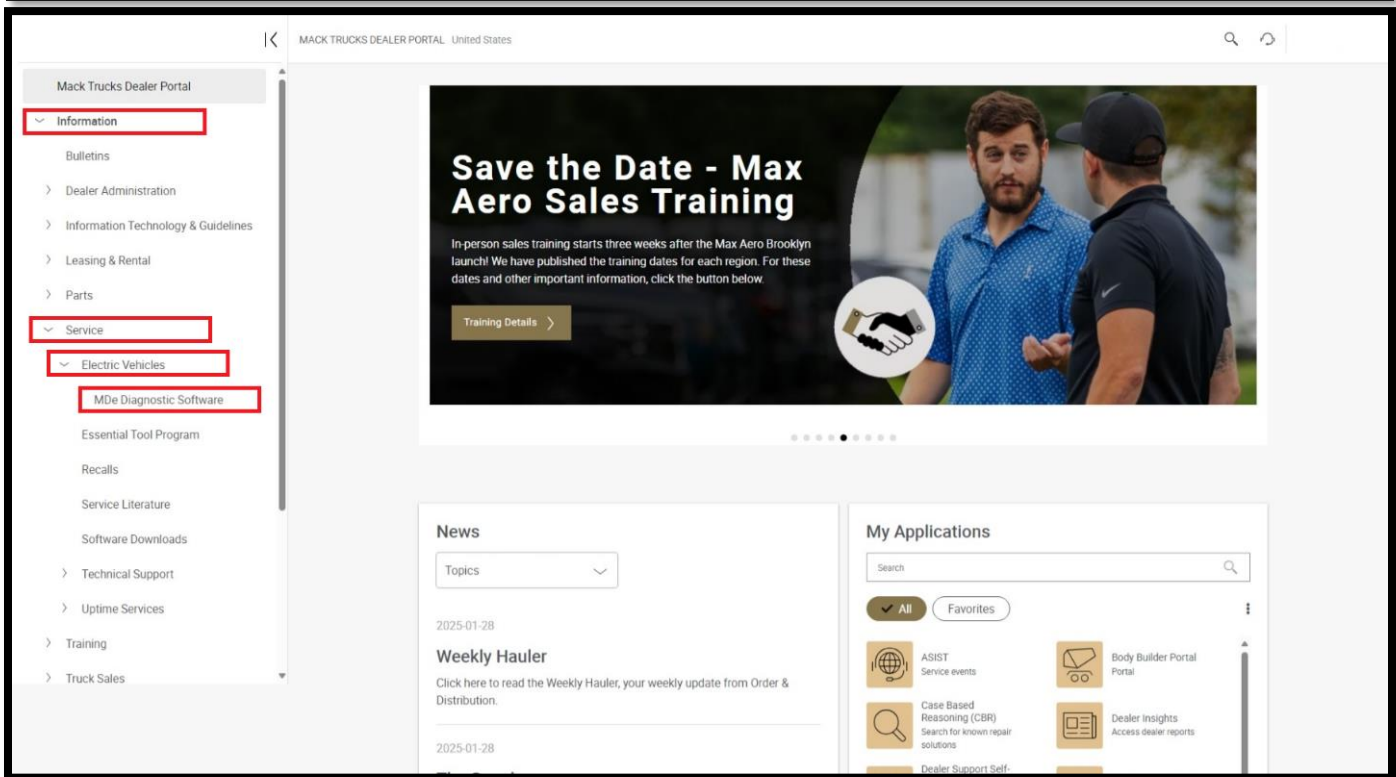
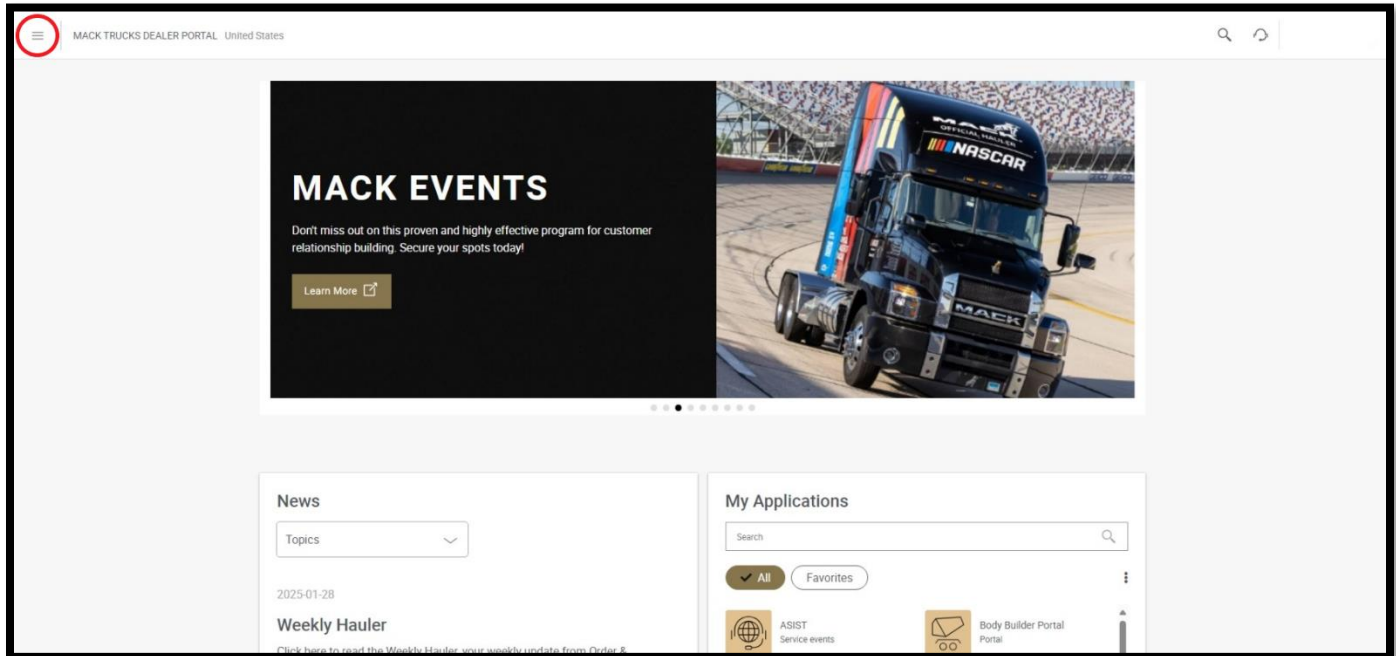
## Warranty Information

<b>This repair is covered by an authorized Service Program. Reimbursement is obtained through the normal claim handling process.</b>		
Claim Type (used only when uploading from the Dealer Bus. Sys.)	<b>B</b>	
<b>Main Labor Code</b>	<b>Description</b>	<b>Hours</b>
1720-16-09-01	Campaign, General 0.1x10	1.0
<b>Causal Part</b>	<b>24444477</b>	
<b>SCC Authorization Code</b>	<b>S4437</b>	
<b>Expiration Date</b>	<b>February 28, 2026</b>	

## Mack MMDE GVCU Software

### Required Software Application

To update the GVCU software, you'll need an application called cvFlash. If you haven't already downloaded it to your PC, please access the cvFlash file and download instructions in the Trucks Dealer Portal. The images below show where to find the files in TDP.



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MACK TRUCKS DEALER PORTAL United States

Mack Trucks Dealer Portal > Information > Service > Electric Vehicles > MDe Diagnostic Software

## MDe Diagnostic Software

Date	Name
11/18/2024	Setup CV flash
11/18/2024	Code Meter Runtime
11/18/2024	PCAN view
11/18/2024	Peak Oem drv
11/18/2024	U6upper Technician Setup x86 version 2023-11-08
11/18/2024	DO1263 How to Install and Use UDAN
11/18/2024	DO1262 How to Install and Use CVflash
11/18/2024	DO1264 How to Install and Use PCAN

Download file

Download Instructions

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**Required Tools and Equipment**

All tools and equipment listed below are essential tools for BEV dealers. If you do not already have them, they can be ordered through Parts LinQ. Dealer is responsible for essential tool cost and will NOT be covered by this campaign.

Description	Part Number	Image
CV Flash License	88800874	
PCAN USB Dongle	88800873	
PCAN Harness	88800876	
SEA Diagnostic Harness	88800877	

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### eService Case

To receive the software file for the GVCU you will need to create an eService case under Emobility Technical Support. Please include the following

- Campaign number SXXXX and title (Mack MMDE GVCU Software).
- VIN number.

#### Important Note

An eService case is required for every truck, even if your dealer is performing this campaign on multiple trucks.

#### Important Note

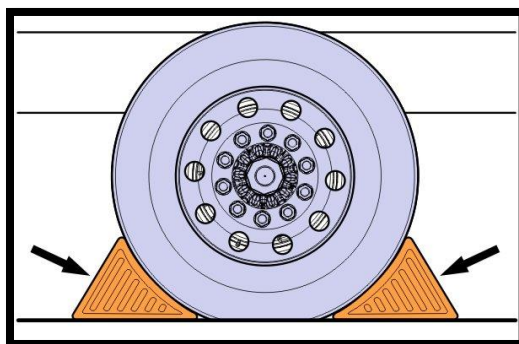
Note the title of the received file and save to a known location on you PC where you can easily access.

### Repair Procedure

#### Important Note

Before proceeding with the repair, ensure you have the cvFlash application, all needed equipment, and have received the software file from eService.

1. Park the vehicle on a level surface.
2. Apply parking brake.
3. Place the transmission in park or neutral.
4. Turn off the ignition.
5. Install wheel chocks.



6. Connect the cvFlash license flash drive to your PC.



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7. Connect the PCAN USB dongle to your PC.



8. Connect the PCAN harness to the PCAN box.



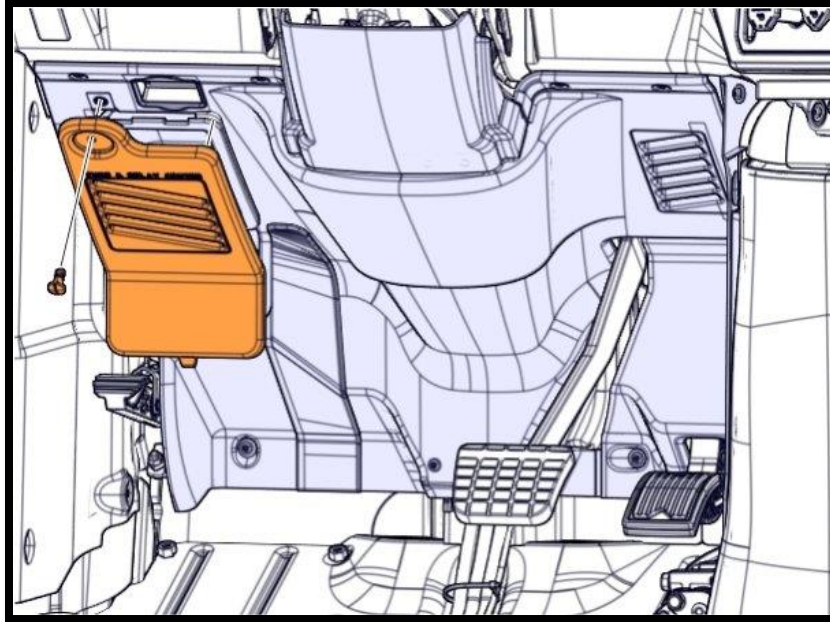
9. Connect the other side of the PCAN harness to the connector labeled CAN 1 on SEA diagnostic harness.



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10. Remove the access panel.

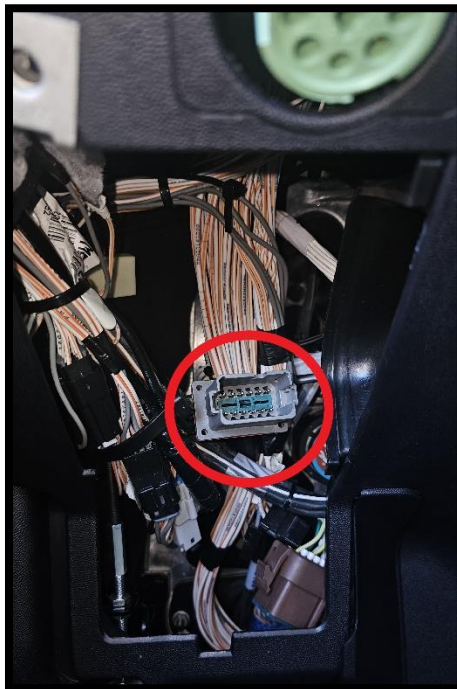


11. Locate the 12 pin SEA diagnostic plug located inside of the access panel.

**Important Note**

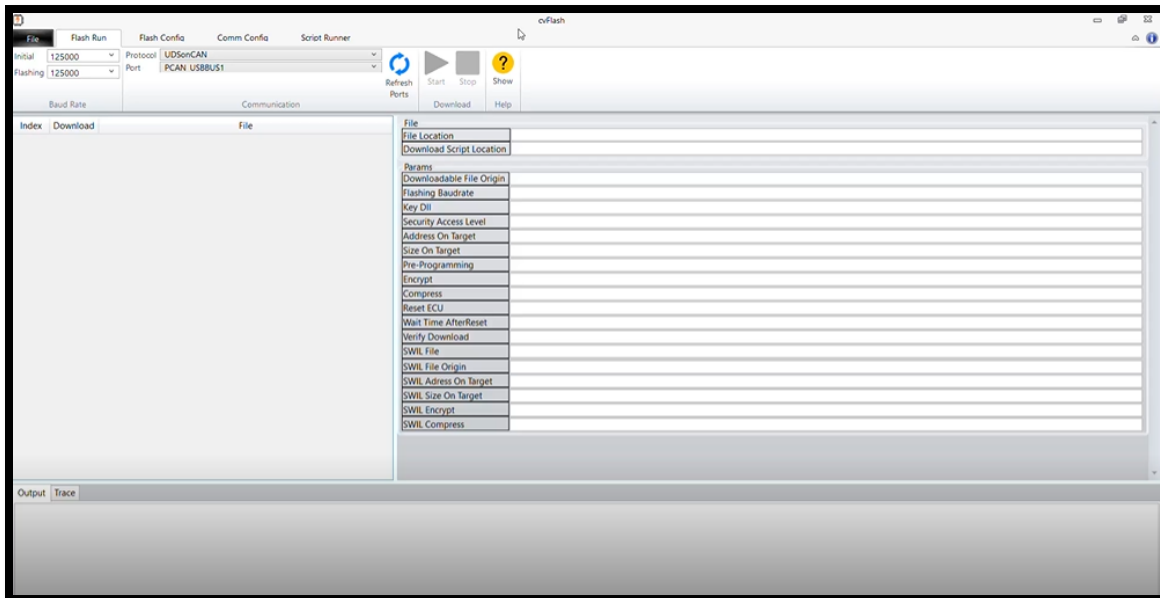
If you cannot locate the SEA diagnostic connector via the access panel, removal of the kick panel may be necessary.

12. Connect the diagnostic plug to the SEA diagnostic harness.

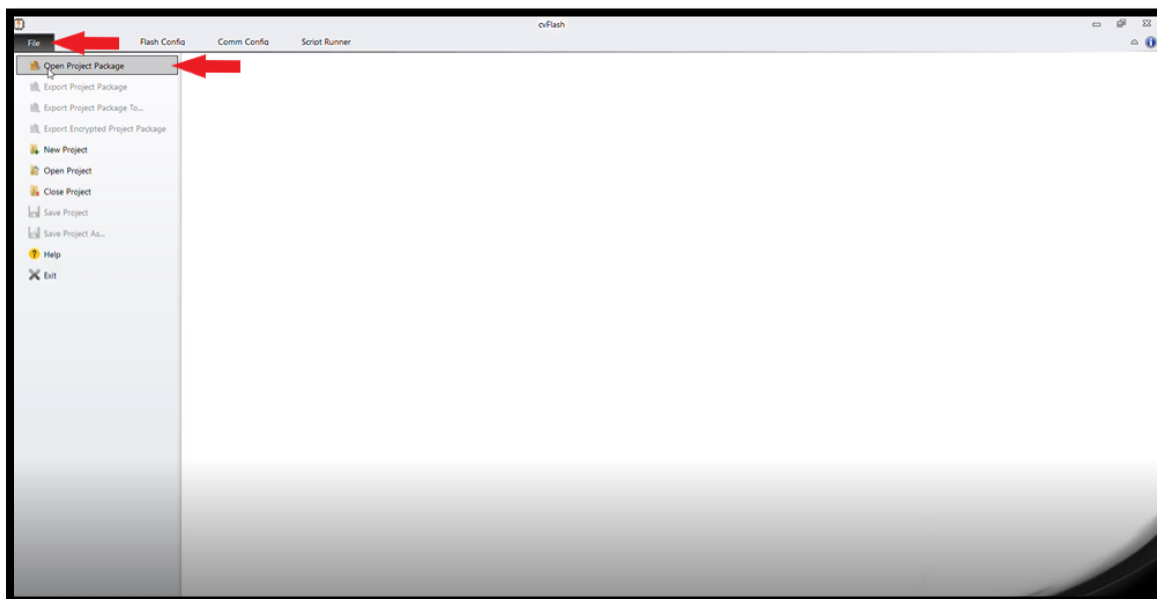


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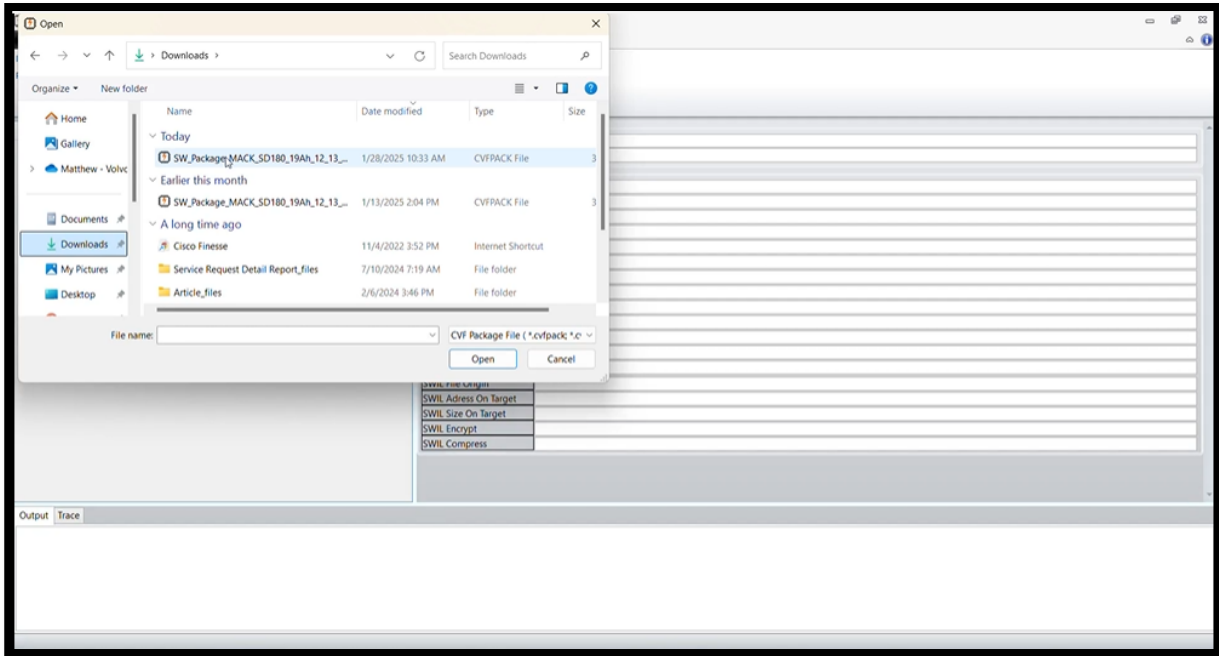
13. Open cvFlash on your PC.



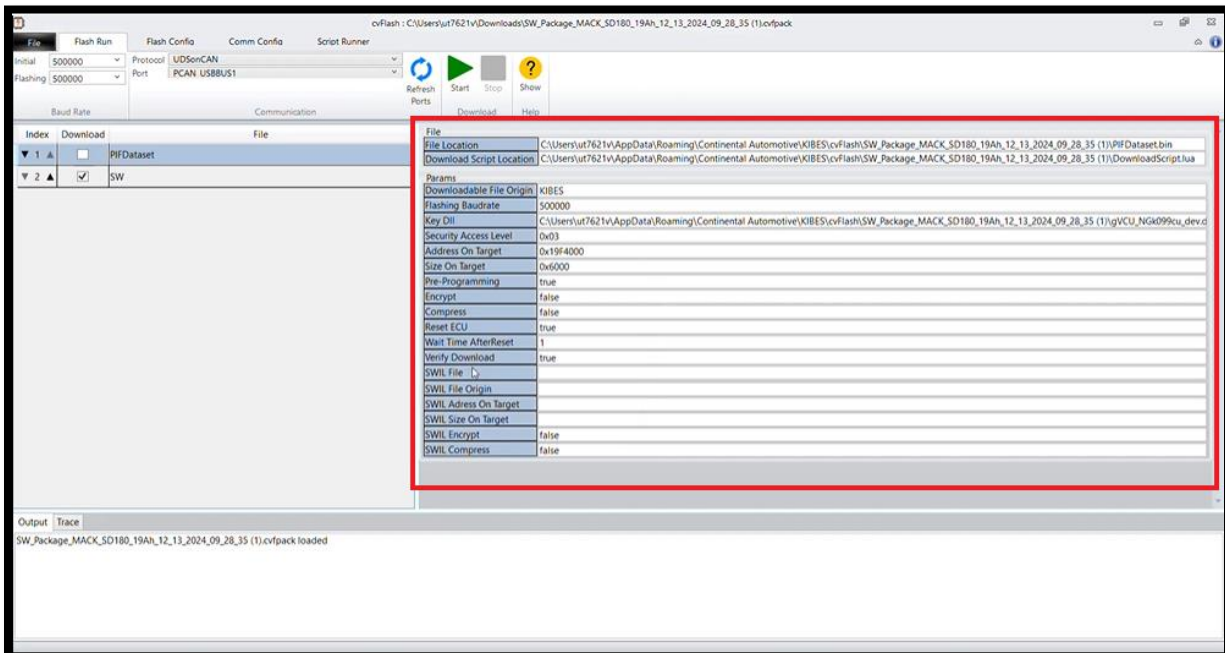
14. Open the File tab and click on Open Project Package.



15. Locate and select the save file received from eService.

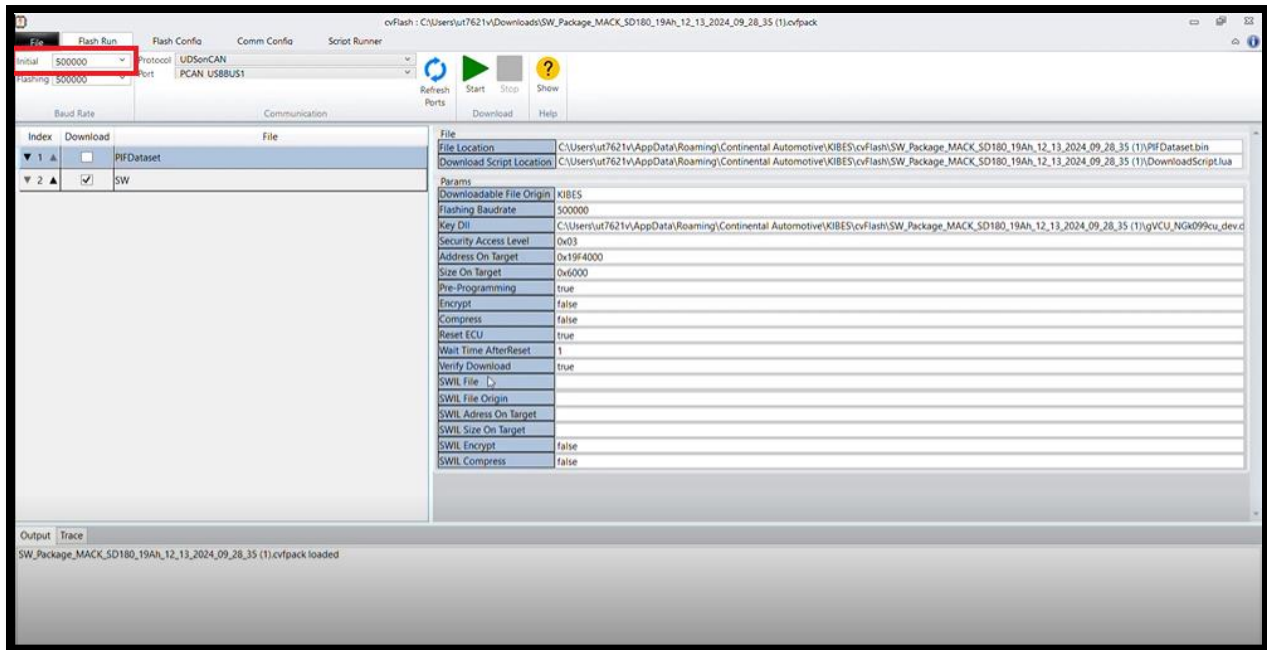


16. You should now see the 'Flash Run' sub-menu populated with information. If no information is populated, repeat steps 14 and 15.

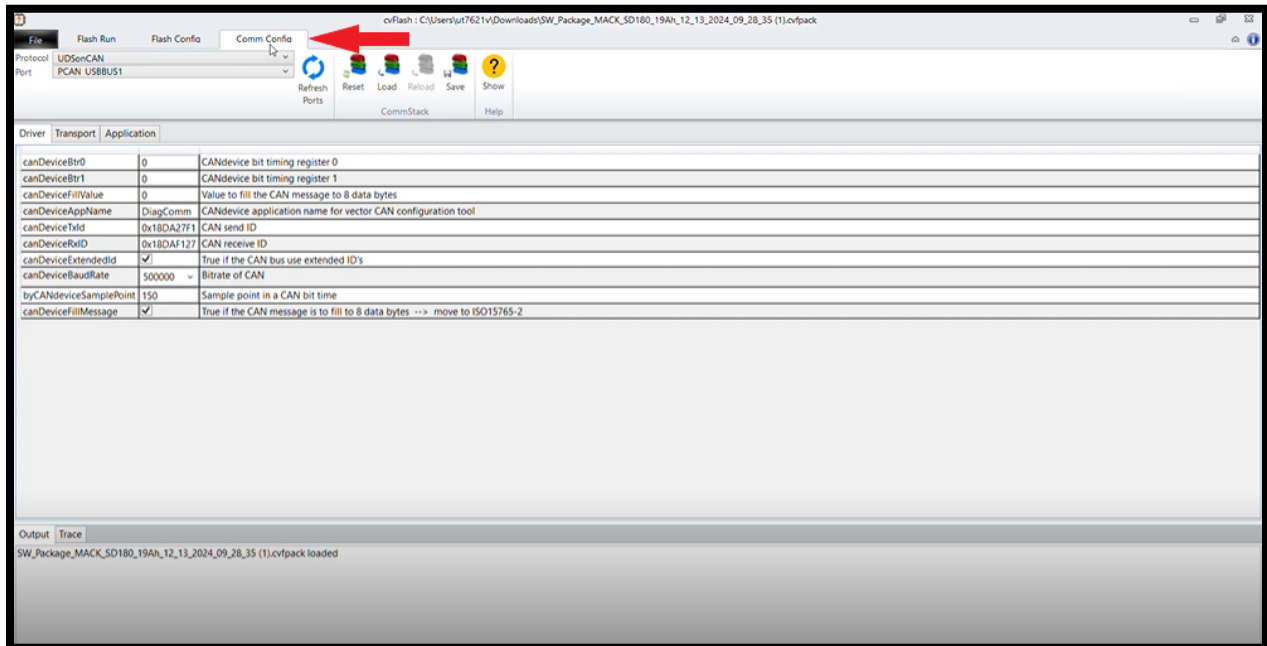


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17. Confirm that the drop-down menu next to “Initial” (Outlined in red below) is set to 500000.

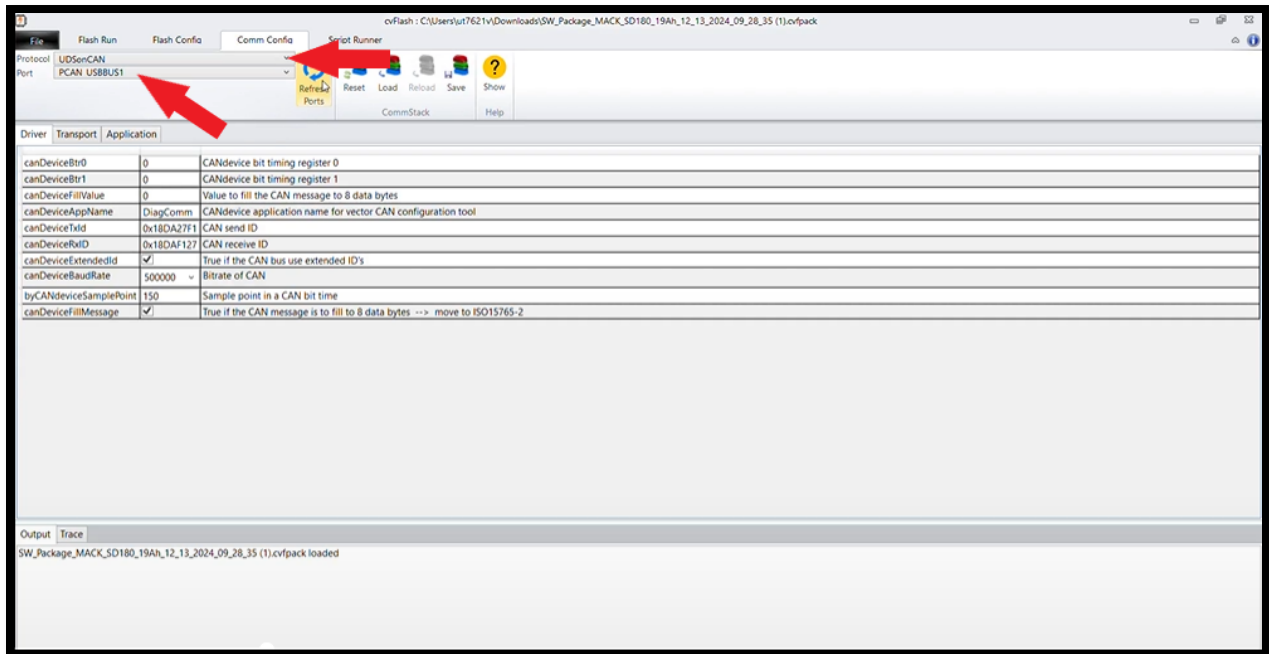


18. Select the Comm. Config tab.

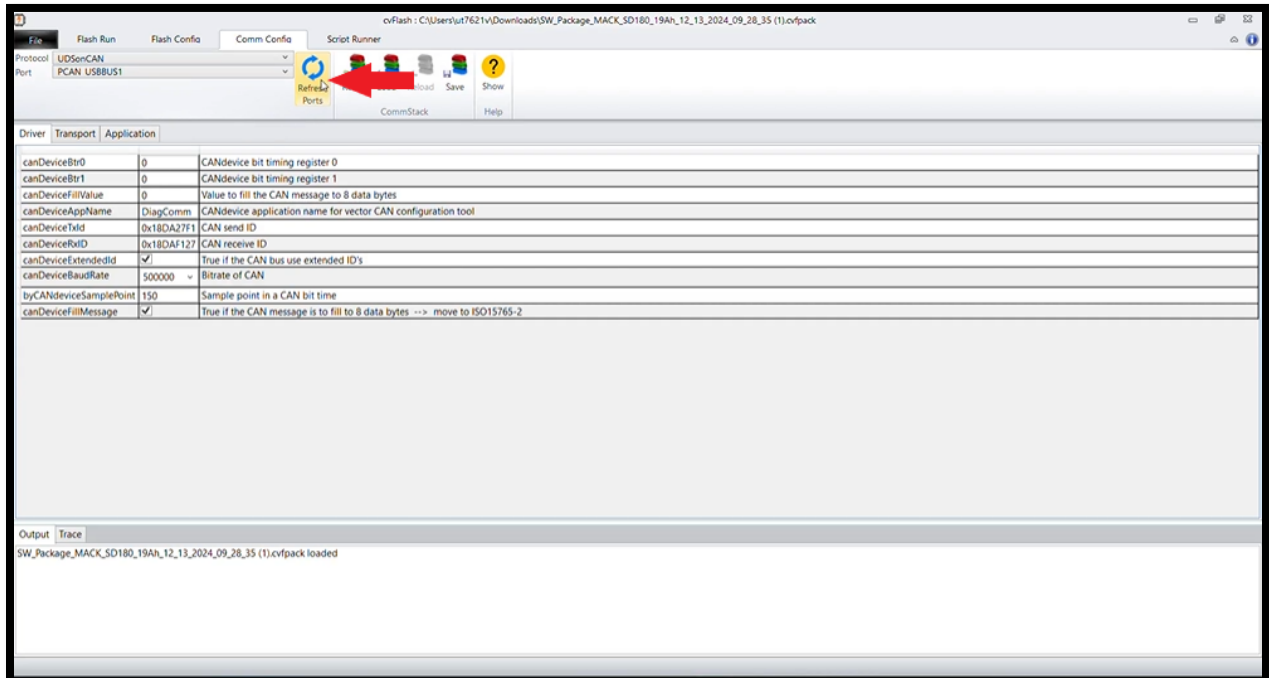


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19. Ensure that UDSONCAN is selected in the “Protocol” drop-down, and PCAN USBBUS1 is selected in the “Port” drop-down.

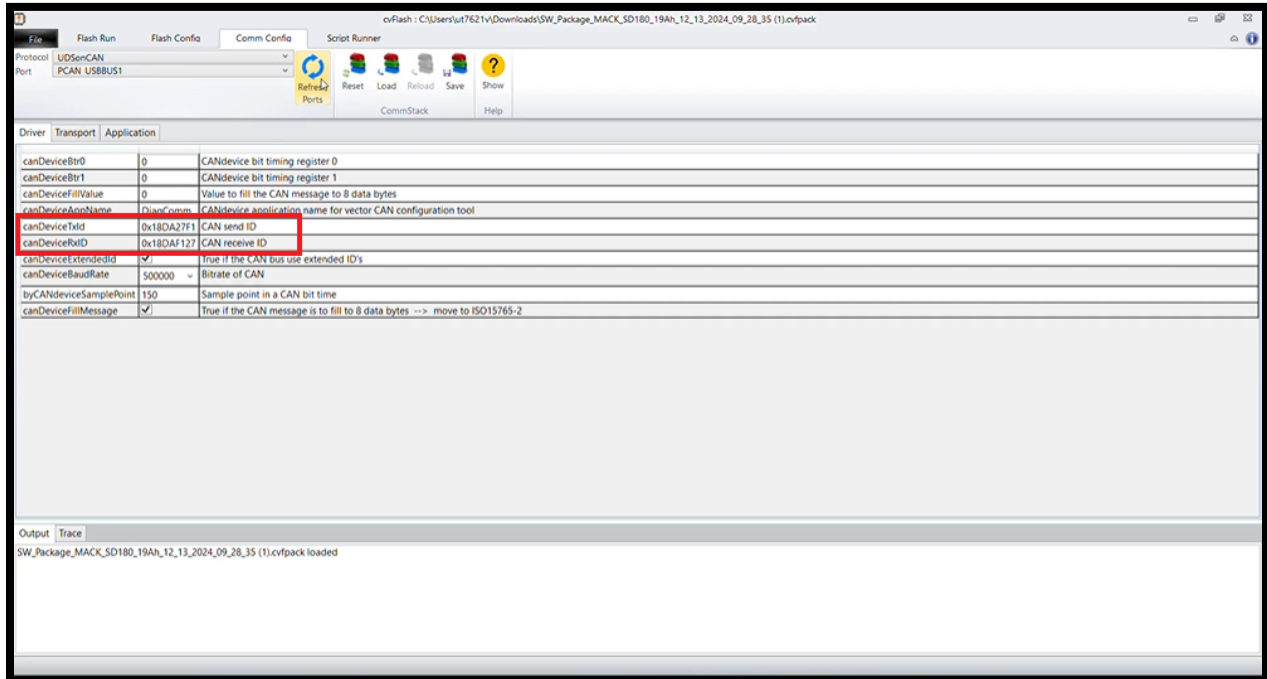


20. Click “Refresh Ports”.

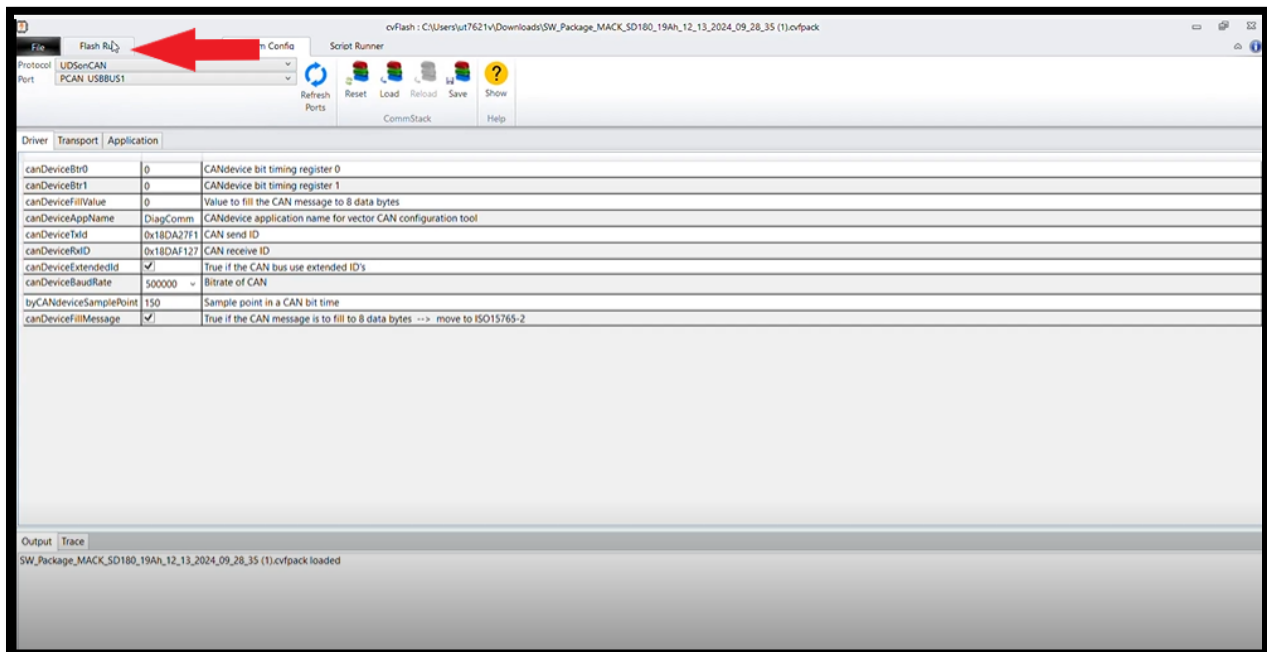


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21. Check to ensure that the canDeviceTxID and canDeviceRxID values in the “Driver” tab are correct. They should both begin with 0x18. If you see 0x98, change the nine to a one.

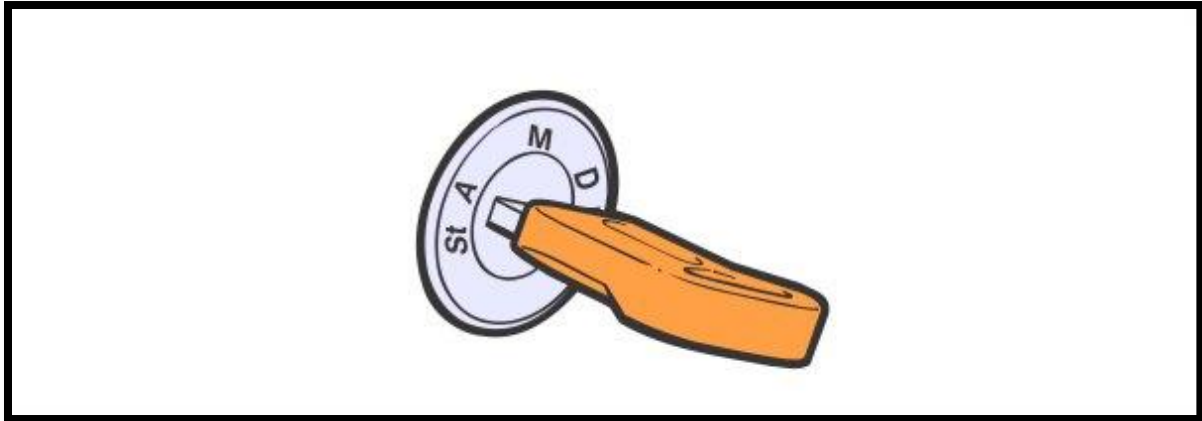


22. Select the Flash Run tab.

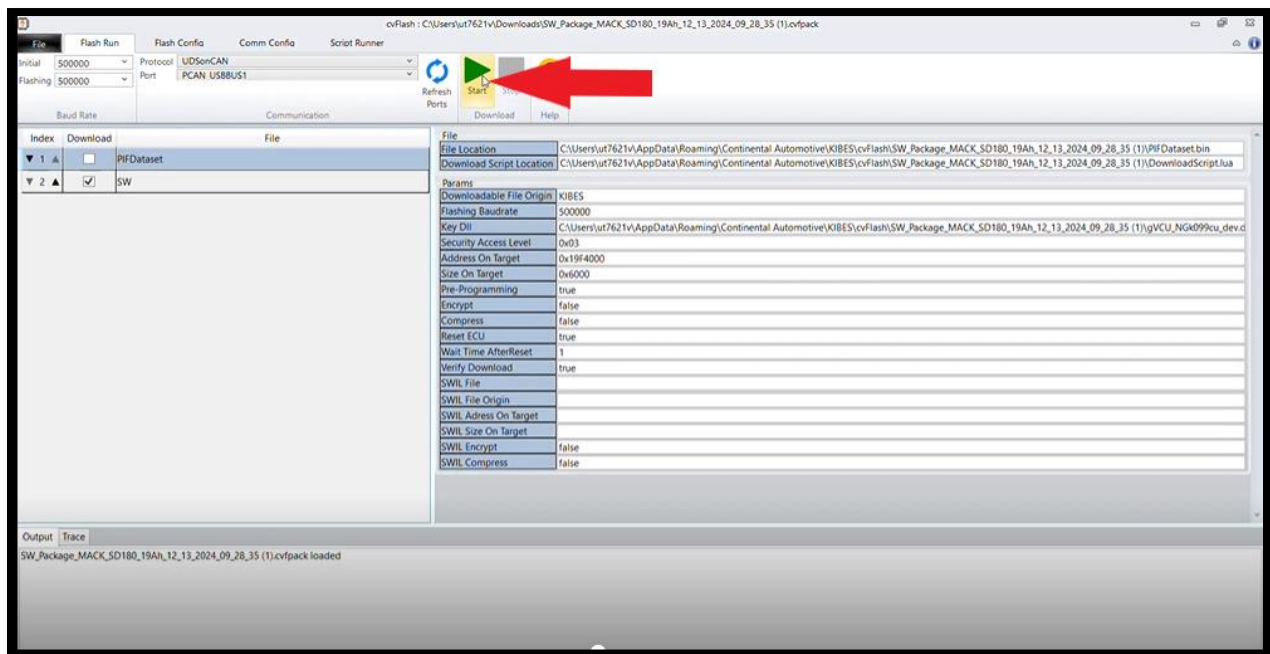


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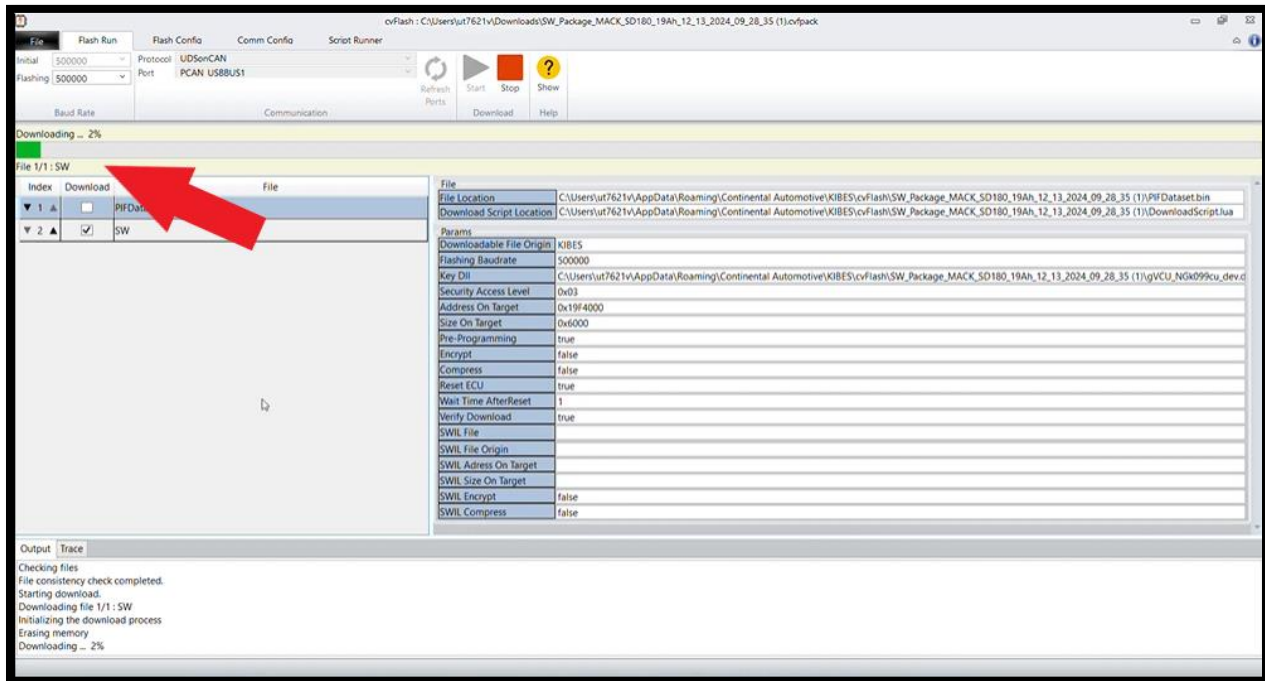
23. Turn the ignition key to the "ON" position.



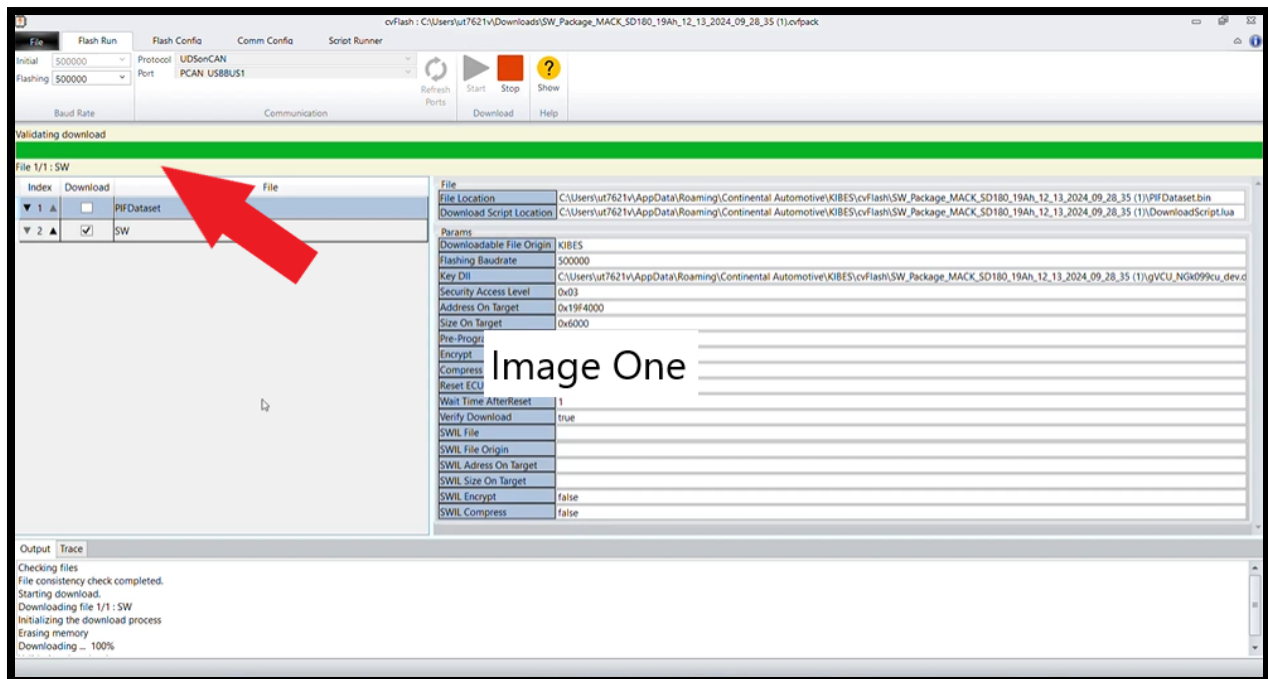
24. Select "Start" in the Flash Run tab.



25. Once the flash procedure has started, a progress bar will appear. Pictured below.



26. Once the status bar has reach 100% the message “Validating Download” will appear above the status bar (Image One). **DO NOT** exit at this point. The flashing procedure is not complete until the status bar goes away and the message “Download completed Successfully” appears in the bottom lefthand corner (Image Two).



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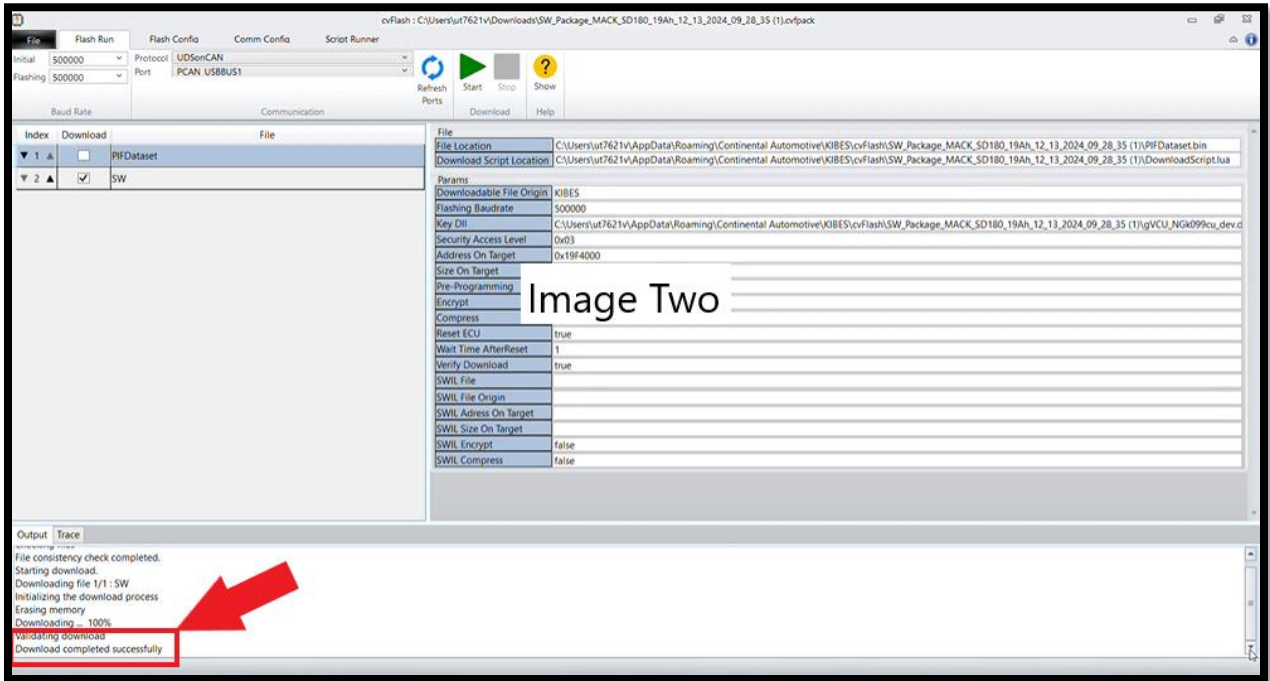
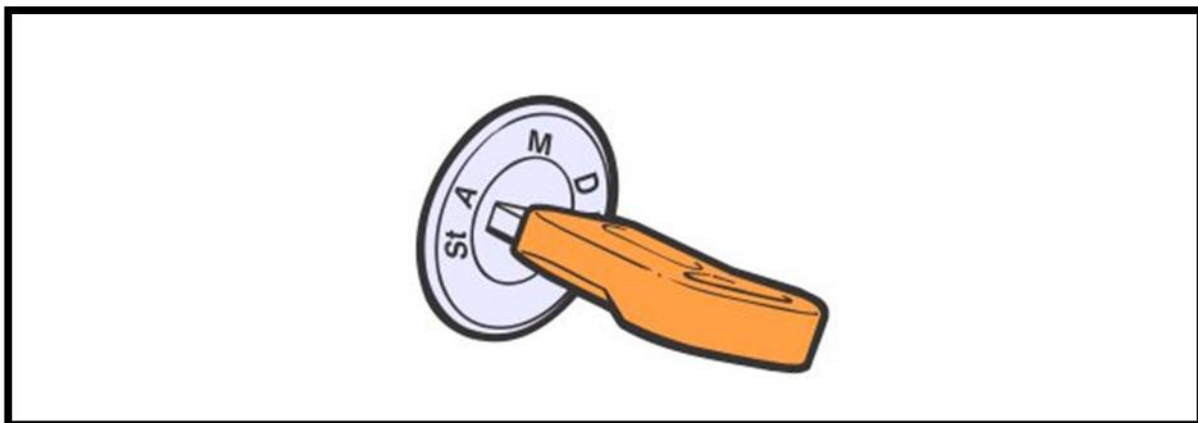


Image Two

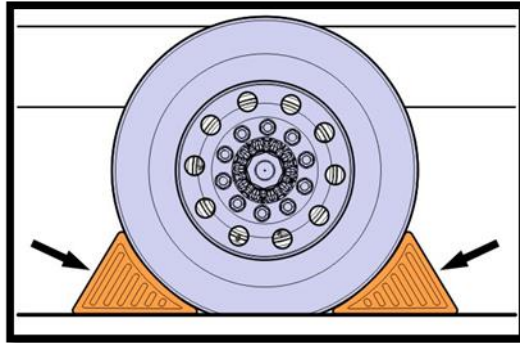
- 27. Exit cvFlash.
- 28. Turn ignition key off.
- 29. Wait 10 seconds.
- 30. Turn ignition key on.



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31. Remove the wheel chocks.



32. Release the truck.