

## Preview Solution CBR-2452-1

# Driver Display Popup Error "Door Is Open. Shift Transmission To Neutral." - Instrument Cluster Software Update

Published 17 March 2025

## Valid For

Volvo Chassis - VN,VAH,VHD, IC-GEN2

Mack Chassis - AN,GR,PI, IC-GEN2

## Condition

If the vehicle door is open and the truck is in neutral, a popup message may appear on the Driver Information Display (DID) instructing the operator to shift into neutral. If this message appears while the vehicle is already in neutral, the Instrument Cluster (IC) requires a software update.



## Cause

This condition occurs due to an incorrectly set parameter within the IC software.

## Resolution

- A software update is required to correct the parameter and restore proper operation.
- The software update is available with **Accessory Kit #85171636**.

- Updating the software will modify the parameter to ensure the system functions as designed.

**Procedure:**

1. Run accessory kit (**#85171636**).
2. Verify the update by checking system operation after programming.
3. Ensure the popup message no longer appears incorrectly.

**Related links and attachments**

No links or attachments available



**Share**

to others that might find it helpful

---



**Feedback**

[Give feedback](#)

to help improve the content of this article