



Mack MDe IC Software Update

Service Category Service Department

Section Function Group 381

Technician Skill Level A

Market: North America

Applicability

Mack

Model Years	Models
2024-2026	MDe

Introduction

Mack Trucks has identified that certain MDe model trucks may have complications with the instrument cluster displaying a message requesting the truck be shifted into neutral when the driver’s door is opened, and the truck is already in neutral. Some trucks may also experience issues related to instrument clusters missing the VINNO parameter, affecting Geotab’s ability to read the datalink. Follow the instructions below to update the software in the instrument cluster.

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	22-June-2023	17-February-2025

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	Description	Hours
3810-22-03-11	Program Instrument Cluster	0.4
Causal Part	85102456	
SCC Authorization Code	S4536	
Expiration Date	June 30, 2026	

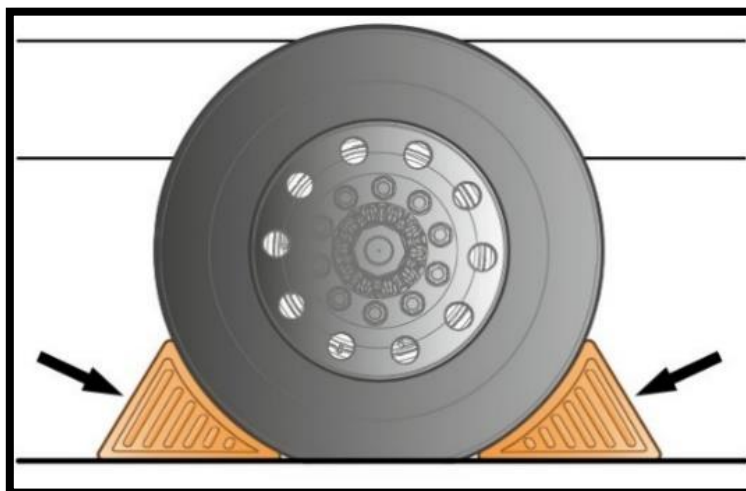
Mack MDe IC Software Update

Required Tools & Equipment

- Use PTT Version 2.8.330.24 or later
- Vocom II Tough: 88894000
- USB cable 88890313
- 16-pin OBD cable: 88894001 (Ensure the BLUE cable end)

Repair Procedure

1. Park the vehicle on a level surface.
2. Apply the parking brake.
3. Install wheel chocks.



Important Note!

Before starting any programming, ensure a reliable internet connection.

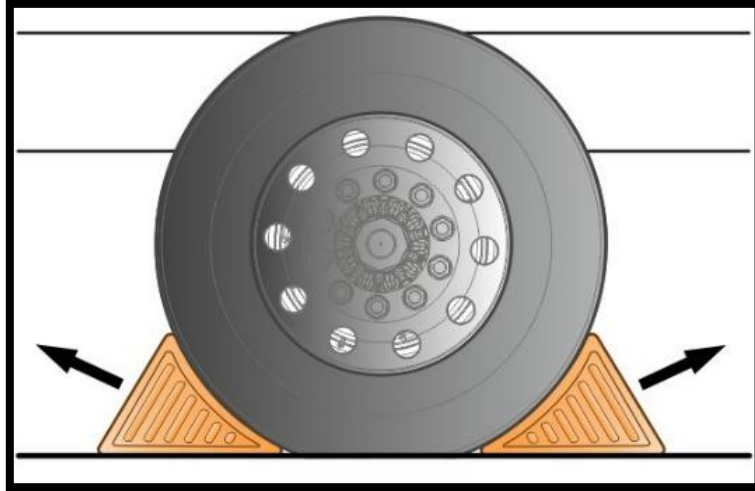
4. Connect to the truck using the latest version of Premium Tech Tool (PTT).
5. Ensure the use of the approved Vocom II box, USB cable, and 16 pin (Blue) connector.
6. Note the mileage of the truck before proceeding with the instrument cluster update.
7. Once connected, navigate to the program tab in PTT.
8. Select operation **1700-08-03-39** and press "Start".
9. Select "**Instrument Cluster (IC)**" under available updates/software package.
10. Click "Program" and allow PTT to update the instrument cluster.

Important Note!

If mileage is lost during programming, use PTT operation **3837-22-03-01 Odometer Programming**

Mack MDe IC Software Update

11. Clear all DTC's left from programming if necessary.
12. Select "Finish work" once update is completed.
13. Exit PTT.
14. Remove the wheel chocks.



15. Release the vehicle back to service.