

 Preview Solution CBR-2467-4

Service Required Message - VN (4) - PR (4)

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Valid For

Volvo Chassis - VN (4)

Mack Chassis - PR (4)

Model Year 2025 to current

This CBR solution was created to provide guidance on resolving the "Service Required" message that may appear in the Instrument Cluster (IC) of VN (4) and PR (4) model vehicles under specific conditions.



 Live UI

When the **Service Required** Alert Message appears in the IC, verify the following:

1. Vehicle Mileage:

Confirm if the vehicle has **less than 5,000 miles** on the odometer.

2. Recent VMCU Programming:

Determine if the **Vehicle Master Control Unit (VMCU)** was **recently programmed**.

Initial Diagnostic Steps:

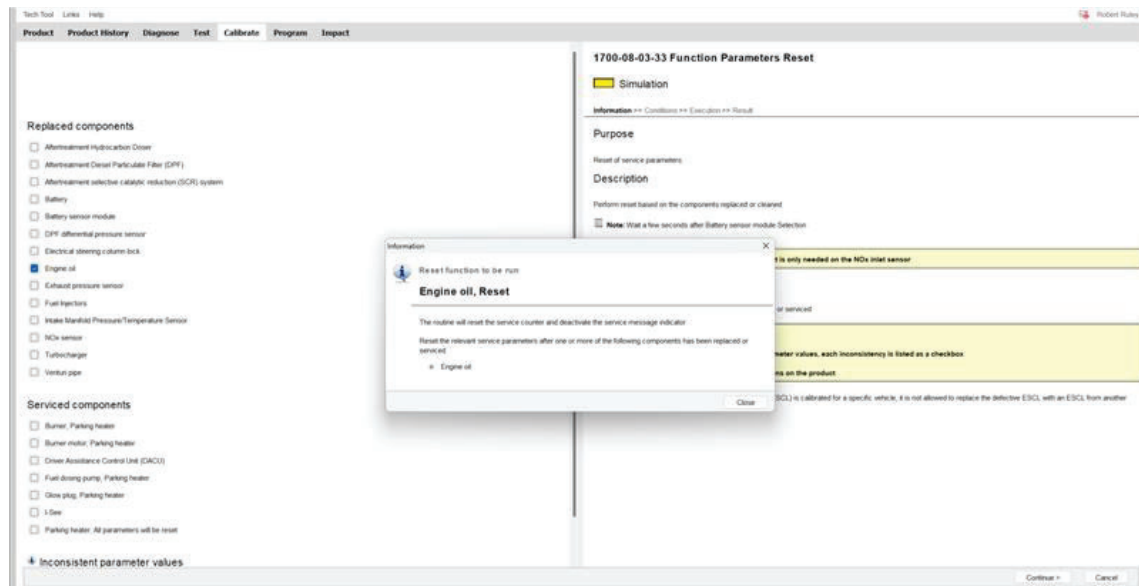
Use the **Instrument Cluster (IC)** to check for active **Service Alerts** for the following:

- **Engine Oil**
- **Engine Air Filter**
- **Battery**

Next Steps if No Service Alerts Are Active:

If no service alerts are found for Engine Oil, Air Filter, or Battery:

1. Navigate to **TT2**.
2. Go to:
Calibrate → 1700-08-03-33 → Engine Oil Reset
3. Perform the **Engine Oil Reset** calibration.



If Issue Persists:

If the Oil Maintenance Alert Message message still appears after performing the above steps,

create an E-service case for further support and resolution.

Related links and attachments

No links or attachments available



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Replaced components

- ☐ Aftertreatment Hydrocarbon Doser
- ☐ Aftertreatment Diesel Particulate Filter (DPF)
- ☐ Aftertreatment selective catalytic reduction (SCR) system
- ☐ Battery
- ☐ Battery sensor module
- ☐ DPF differential pressure sensor
- ☐ Electrical steering column lock
- ☐ Engine oil
- ☐ Exhaust pressure sensor
- ☐ Fuel Injectors
- ☐ Intake Manifold Pressure/Temperature Sensor
- ☐ NOx sensor
- ☐ Turbocharger
- ☐ Venturi pipe

Serviced components

- ☐ Burner, Parking heater
- ☐ Burner motor, Parking heater
- ☐ Driver Assistance Control Unit (DACU)
- ☐ Fuel dosing pump, Parking heater
- ☐ Glow plug, Parking heater
- ☐ I-See
- ☐ Parking heater, All parameters will be reset

Inconsistent parameter values

- ☐ Total fuel consumption

1700-08-03-33 Function Parameters Reset

Simulation

Information >> Conditions >> Execution >> Result

Purpose

Reset of service parameters

Description

Perform reset based on the components replaced or cleaned

Note: Wait a few seconds after Battery sensor module Selection

No reset is needed on the NOx outlet sensor, reset is only needed on the NOx inlet sensor

Selections

Select which components in the list that has been replaced or serviced

Inconsistent parameter values

The product has been identified with inconsistent parameter values, each inconsistency is listed as a checkbox

Select relevant checkboxes to perform corrective actions on the product

Note: The installed Electrical Steering Column Lock (ESCL) is calibrated for a specific vehicle. It is not allowed to replace the defective ESCL with an ESCL from another vehicle

Continue >

Cancel