

Uncontrolled Copy

ID # CBR-2488

Version 1

Title

Telematics Gateway Unit (TGW) GPS Reporting Issue

Abstract

A significant GPS reporting issue is affecting fleet operations, with trucks maintaining back-office communication but failing to transmit GPS location data.

Content

Published 28 July 2025

Valid For

Volvo Chassis - All models

Mack Chassis - All models

A significant GPS reporting issue is affecting fleet operations, with trucks maintaining back-office communication but failing to transmit GPS location data.

- **Overview**

- Volvo and Mack trucks has identified an issue with GPS data not being reported from the **Telematics Gateway Unit (TGW)** but is being reported to back office systems. There currently is no fix available but engineering is working on a solution. This issue is not tied to any specific TGW software version, it affects all TGW software versions. Please DO NOT troubleshoot or replace any components at this time.

- **Systems Impacted**

- Compass
- Weather Widgets

 Live UI ○ Navigation Applications

- Map Based I-See
- Partner Services
- Portals that show GPS Data
 - Connected Vehicle Analytics
 - Volvo Connect
 - Mack Connect

NOTE: If you have a stand alone ELD, it will not be affected by this outage.

Tags

[mack](#)[volvo](#)[tgw](#)[gps](#)[telematics](#)[gps wrong](#)

Categories

[Make and Model > Mack Americas > CXU/CHU/PI - Pinnacle](#)

[Make and Model > Mack Americas > TD - Titan](#)

[Make and Model > Volvo > VN \(Current\)](#)

[Make and Model > Volvo > VNL](#)

[Make and Model > Volvo > VNR](#)

[Make and Model > Volvo > VNM](#)

[Make and Model > Volvo > VNX](#)

[Make and Model > Volvo > VAH](#)

[Make and Model > Volvo > VHD](#)

[Make and Model > Volvo > VT](#)

[Make and Model > Volvo > All-New VNL - VN \(4\)](#)

[Make and Model > Mack Americas > PR \(4\) - Pioneer](#)

[Make and Model > Mack Americas > AN - Anthem](#)

[Make and Model > Mack Americas > GU/GR - Granite](#)