

 Preview Solution CBR-2480-7

Resolution Process for Locked Control Unit(s) - Models VN (4), PR (4), AN (4)

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Valid For

Volvo Chassis - VN (4)

Mack Chassis - PR (4), AN (4)

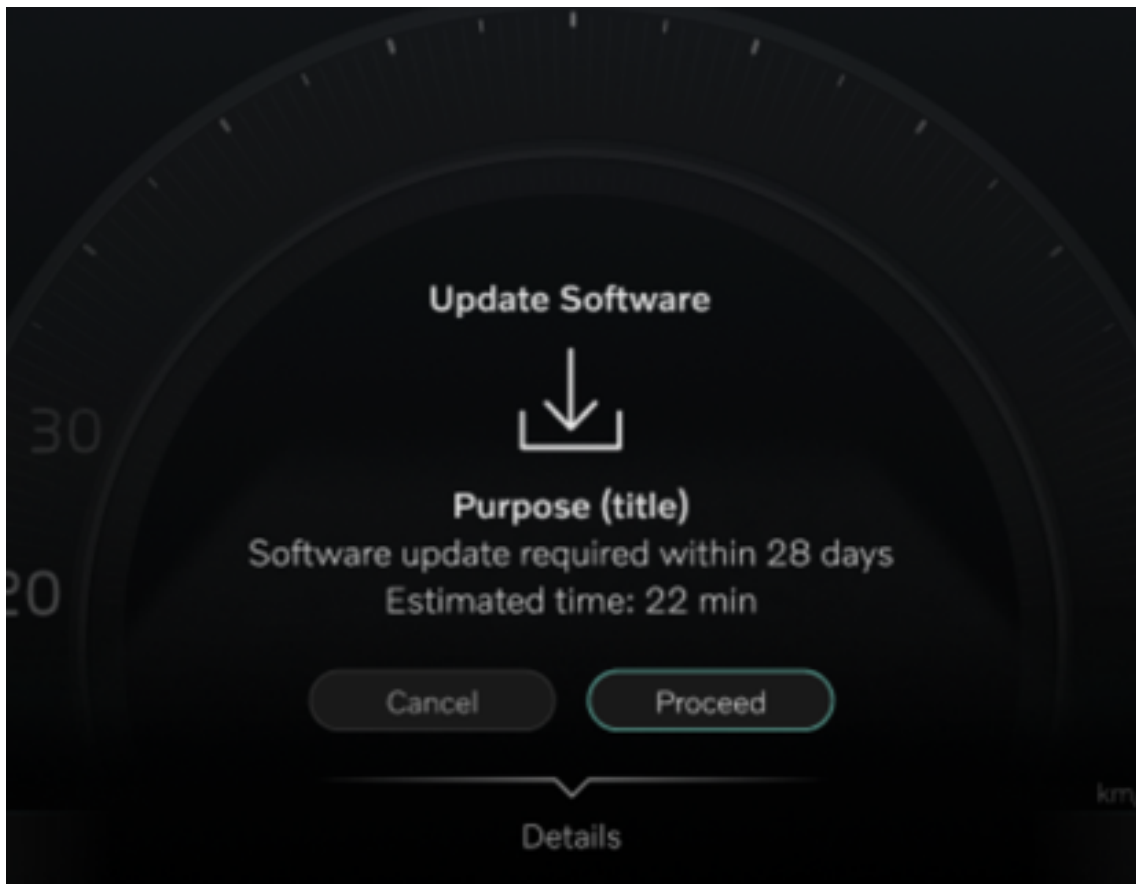
Model Year - 2025 to current

When encountering a "Locked Control Unit(s)" message or a lock symbol in the Control Unit Information section of Premium Tech Tool (PTT), follow the procedures below before submitting an eService.

1. Use Instrument Cluster for Update

To initiate a software update:

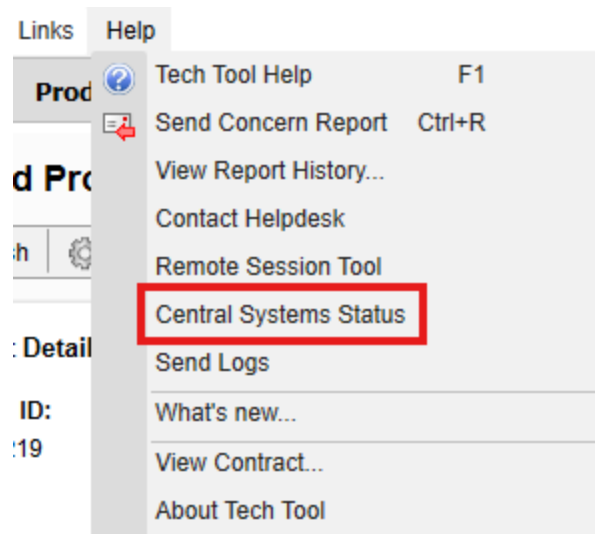
- Navigate to the Update Software menu on the instrument cluster.
- Follow the on-screen instructions to begin the software download.
- **Note:** Ensure the truck has a strong cellular signal during this step.



2. Verify Software Version

Ensure PTT is updated to the latest available version. Using outdated software may prevent proper detection or resolution of ECU locks.

NOTE: If a lock is the result of a software download failure from a central system server being temporarily online, there may be a software update failure message followed by a software lock on the ECU you are attempting to update. If this occurs, please check the Central Systems Status in the Help Tab of PTT.



Device Name	Last Tested Location	Last Tested Time	Status
NAMS_TT_Update_Product_Information_AzureAuth	Frankfurt	7/21/2025 6:55:16 PM	OK
NAMS_TT_SW_Download_VERSION3_AzureAuth	Frankfurt	7/21/2025 6:55:08 PM	OK
NAMS_TT_SW_Download_VERSION2_VMAC_IV_or_older_AzureAuth	Frankfurt	7/21/2025 6:51:57 PM	OK
NAMS_BCT_TT_Product_Identification_AzureAuth	Frankfurt	7/21/2025 6:56:28 PM	OK

If the status of one or more of the servers is not listed as “OK”, please wait until the status is listed as “OK” and try the software download or update again.

3. Recall Pending Software Download

If the lock is due to a remote software download:

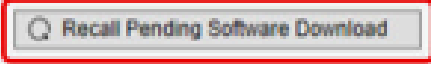
- In PTT, navigate to the Control Unit Information screen.
- Select the Recall Pending Software Download button to attempt to release the lock.

 **Locked Control Units**

The product data and central systems data do not match.
 - There are control units that are locked for software download.
 Blocking mismatch detected. Resolve the mismatch to get the full list of programming operations.
 Select an item in the table to view details about the control unit.

Control Unit	Product Data	Central Data	Hardware	Sub hardware
Services and Entertainment Module (SEM)	✓	✓	✓	✓
Center Chassis I/O Module (CCIOM)	✓	✓	✓	✓
Telematics GateWay (TGW)	✓	🔒	✓	✓
Side Radar, Right-hand side, Rearward-looking (	✓	✓	✓	✓
Instrument Cluster (IC)	✓	✓	✓	✓
Climate Control Module (CCM)	✓	✓	✓	✓
Trailer Body I/O Module (TBIOM)	✓	✓	✓	✓
Side Radar, Right-hand side, Forward-looking (S	✓	✓	✓	✓

Details (Telematics GateWay (TGW))



Recall Pending Software Download

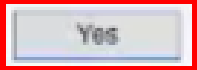
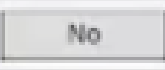
 **Recall Pending Software Download**

A remote software download is pending and has locked control units. You can try to recall the software download. **Note!** Only try to recall the software download if the lock prevents you from doing repair work.

Control units affected by this recall:

Control Unit
Engine Control Module (EMS)
Transmission ECU (TECU)
Vehicle Master Control Unit (VMCU)
Driver Assistance Control Unit (DACU)
Instrument Cluster (IC)

Do you want to try to recall the pending software download?

4. Allow Engine Runtime for TGW Downloads

If a “Recall Failed” message appears during the update:

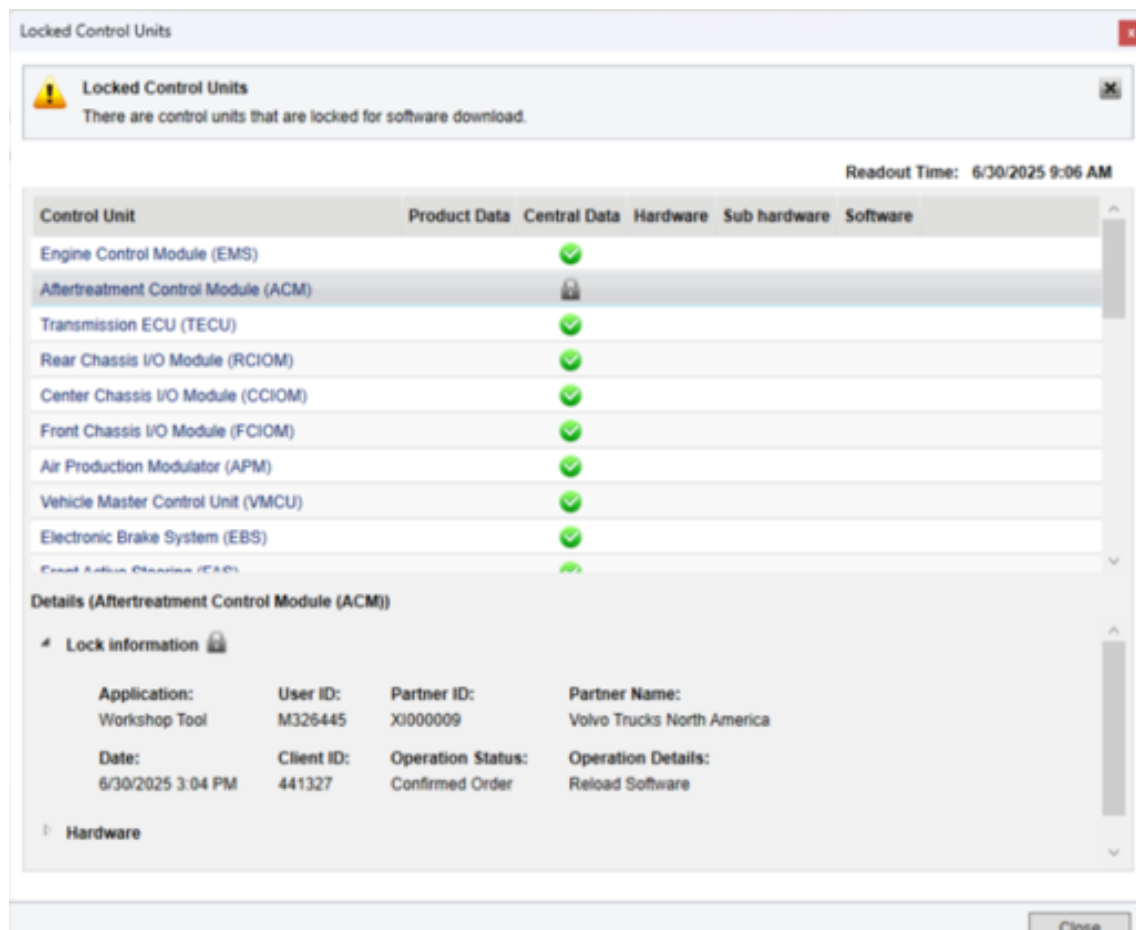
- Start the engine and allow it to run for 10 minutes.
- After the run time, perform a key cycle.
- **Note:** A strong cellular signal is required during this process. **(You can verify a signal by looking for the GPS pin in present (image below)).**



5. ECU Lock by Another User

If the Recall button is not available and you see a lock symbol, it may be caused by another user:

- This is typically due to stored software being prepared for a download on another machine or by another user.
- No action can be taken locally unless the initiating user returns or cancels the software action.



6. Releasing the Lock

If the initiating user is available:

- Request they return or release the stored software from their system.

If the user is not available or the system cannot be accessed:

- Contact the Dealer Communication Retail Service Desk:
 - **Phone:** 877-978-6586

- **Email:** dsc.na.techtool@volvo.com

- If the issue persists, submit an eService case to have the lock removed manually.

Important Notes

- Always document all actions taken, including screenshots and error messages.
- Include all relevant details when submitting an eService case to avoid delays.

Related links and attachments

No links or attachments available



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