

 Preview Solution CBR-2521-1

## **Xantrex Inverter Sub-hardware Mismatch.**

Published 3 November 2025

### **Valid For**

Volvo Chassis - VN (4)

Mack Chassis - PR (4)

Model Year - 2025 to current

The purpose of this CBR is to address issues with inverter sub-hardware mismatch.

### **Overview**

There have been reports of inverter sub-hardware mismatch on certain VN (4) and PR (4). Please follow the instructions in this CBR to check firmware and if needed update the firmware to address this issue.

### **Tools Needed**

You will need to order a ComBox from Xantrex to update firmware. Send a email to warrantydesk@xantrex.com and request P/N 808-0822-03. This kit includes a ComBox, a USB flash drive, and a telephone cable that are required to complete this update.

### **Procedure**

1. Locate the inverter in the truck.
2. Insert the USB into the USB jack on the ComBox



3. Turn on the inverter by using the On/Off button on the inverter
4. Navigate the inverter display panel via the "^" button. Check if the pre-existing firmware is version "U1 02 80". If so, firmware is up to date, the inverter has a different issue. Please reference **Inverter/Charger** in **Description, Design and Function**.



5. Connect the ComBox into the RJ12 Remote Panel port of the inverter using the provided telephone cable. Note: there are two RJ12 ports, the correct port is on the side where the battery cables connect to the inverter.



6. The ComBox should have a green LED active next to "Inverter" and "Status", which indicates the ComBox is connected to the inverter. Note: if the green LED are not active check which RJ12 port you are connected to.

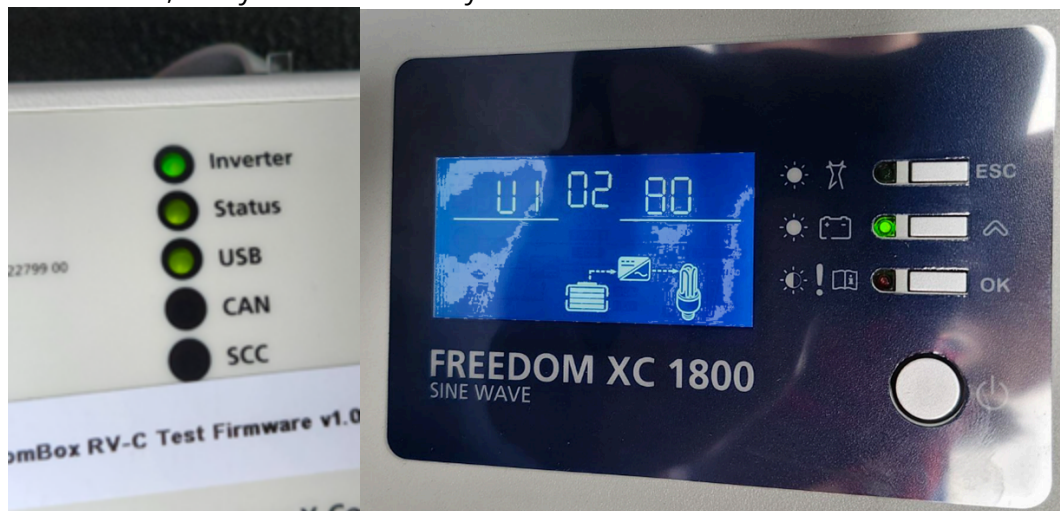


7. The ComBox will start updating the inverter without need for user intervention since the USB was inserted in the ComBox.

8. The upgrade is shown by the "USB" LED on the ComBox blinking red.



9. Once the update is completed, the unit will restart. Please wait until the ComBox shows a solid green LED on the USB LED to confirm the update is completed. Once the unit restarts, verify the firmware says "U1 02 80".



10. Turn the inverter off using the On/Off button on the control panel.
11. Once inverter is off, disconnect the ComBox. Note: the USB drive can stay plugged in the ComBox.
12. Return unit to service.

## Warranty Instructions

**Claim Type:** Vehicle Warranty

**Causal Part:** 23695807

**Main Operation Code:** 1700-22-03-03 Parameter, Programming 0.1 x 4

## Related links and attachments

No links or attachments available

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