

Preview Solution CBR-2467-5

Service Required Message - VN (4) - PR (4) - AN (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 determining what component/feature is causing Service Required popup to display.



Initial Diagnostic Steps:



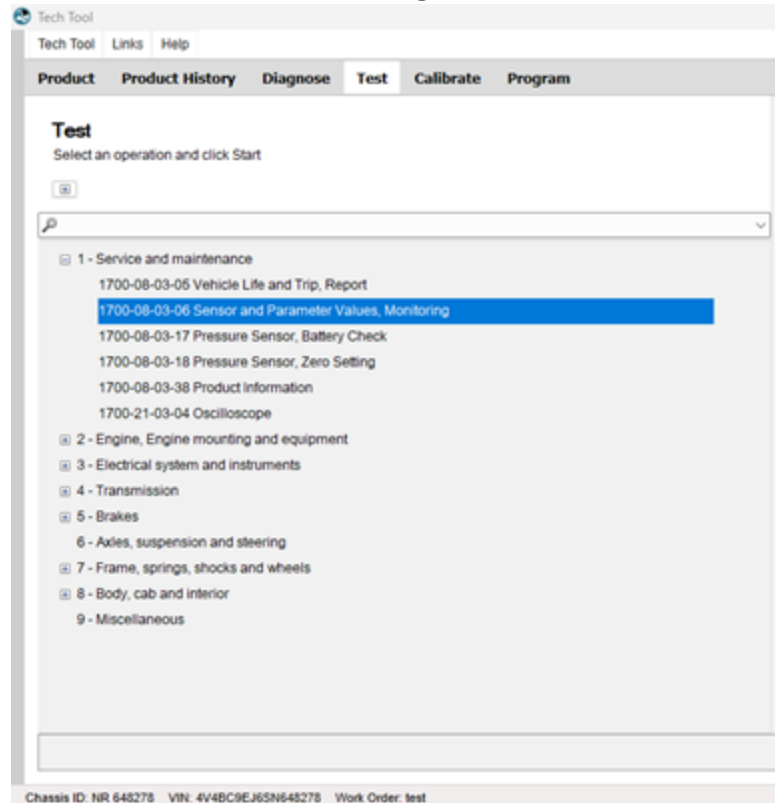
Use the **Instrument Cluster (IC)** to check for active **Service Alerts** for the following:

- **Engine Oil**

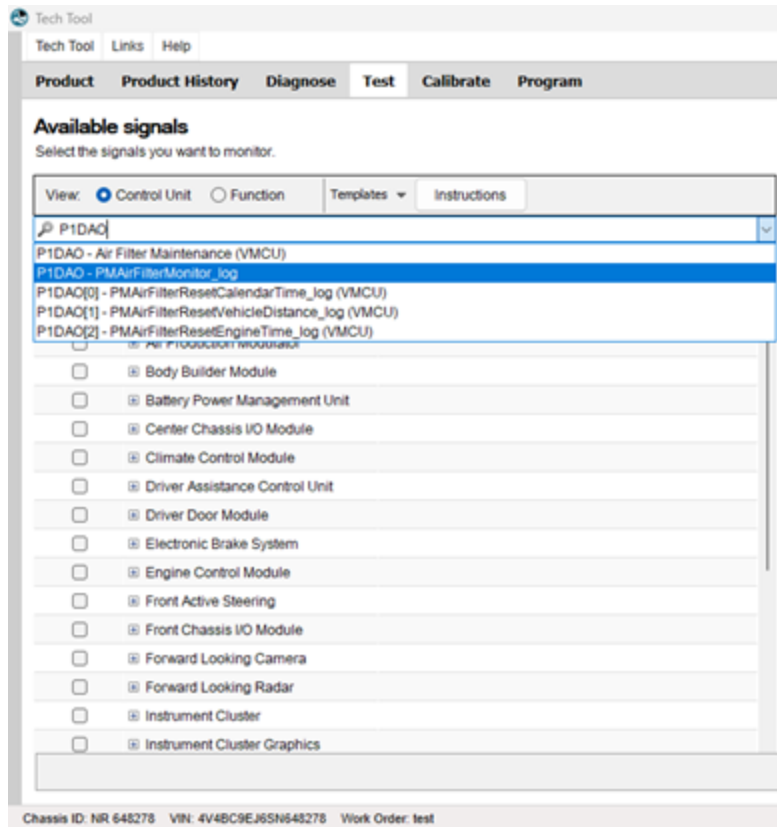
- **Engine Air Filter**
- **Battery**

If unit does not have Maintenance Reports function please follow steps below to identify which component/feature needs service

1. Connect unit to **Premium Tech Tool (PTT)**.
2. Once connect, navigate to the **Test** tab and select **1700-08-03-06 Sensor and Parameter Values, Monitoring**.



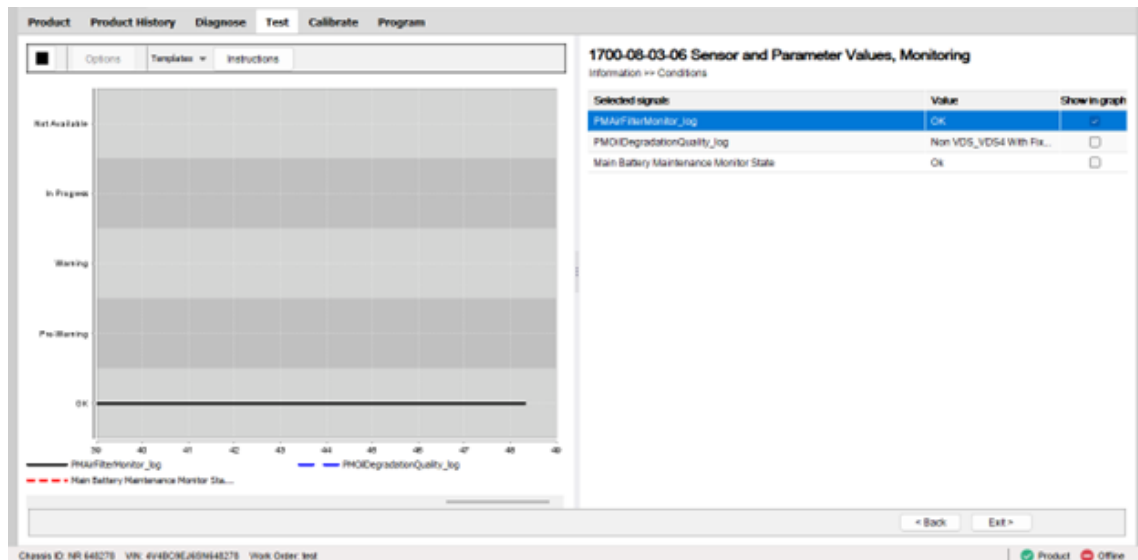
3. Select the parameters **P1DAO, P1END, AND P1R6R** using the search function and the check mark box to the left.



4. Once those parameters are selected, select the **PMAirFilterMonitor_log**, **PMOilDegradationQuality_log**, and **Main Battery Maintenance Monitor State**, select Continue, and press the play button. You will want to select these parameter values one-by-one for clarity.

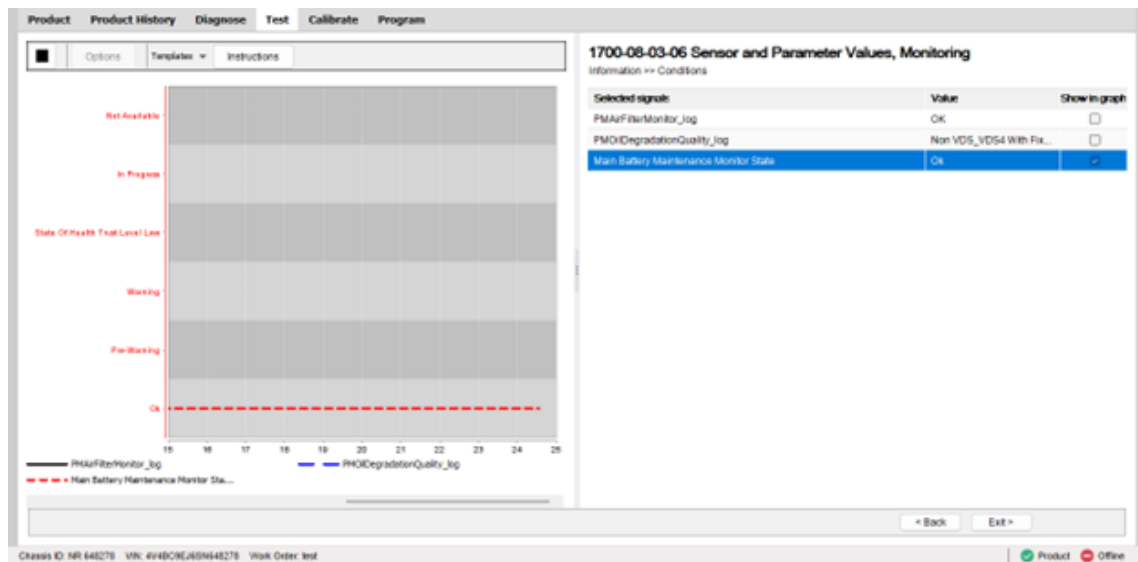
Note: For the air filter and main batteries, you can determine if these are either OK or setting the Service required popup by observing where the line is tracking. If the line is in the OK state, this **is not** triggering the message. If the line is on the Warning state, this **is** triggering the message. Please see examples below of these component/feature in the OK state.

Air Filter:



If in warning state please replace air filter. Unit will remove message once it can calculate flow through new air filter.

Main Batteries:



If batteries are in warning state please follow operation **3100-08-02-01 Remove, Test, Reinstall (All Batteries). Replace as needed.**

Oil Life:

- For oil life, select the **P1ENB** parameters using the same method. Once those are selected and the play button is pressed, please observe the numerical value of **P1ENB(2)**.

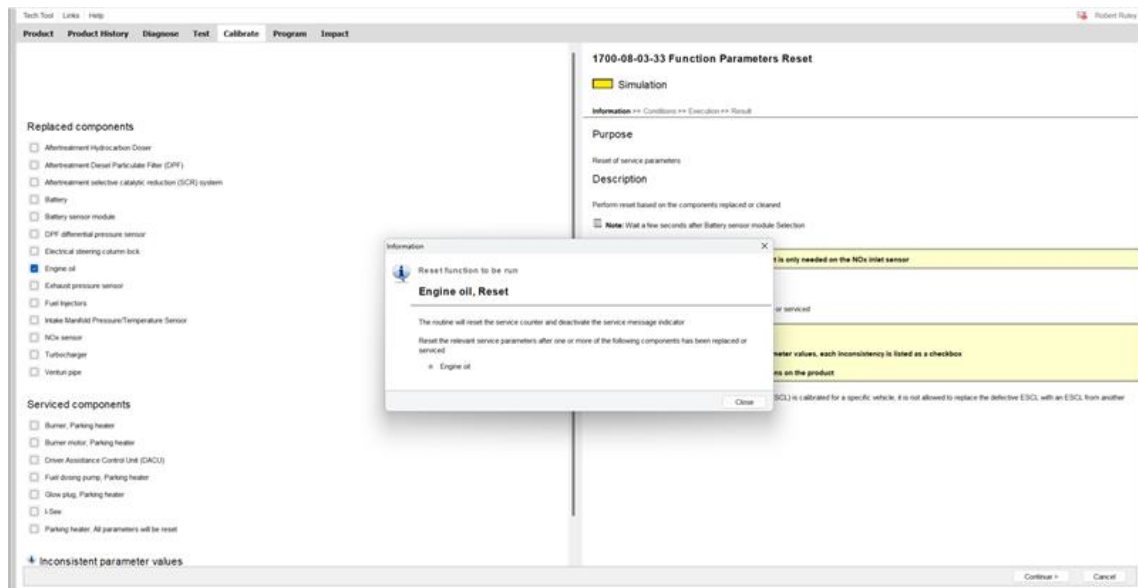
1700-08-03-06 Sensor and Parameter Values, Monitoring		
Information >> Conditions		
Selected signals	Value	Show in graph
PMOidDegradationQuality_log	Non VDS_VDS4 With Fixed Interval	☒
P1ENB(0) - PMOidDegradationRemainingDistance_log (VMCU)	175360892 ft	☒
P1ENB(1) - PMOidDegradationRemainingEngineTime_log (VMCU)	2528000 s	☒
P1ENB(2) - PMOidDegradationStatus_log (VMCU)	4	☒

Number	Meaning
4	Oil life ok
2	Oil life pre-warning
1	Oil life warning

Next Steps if No Service Alerts Are Active:

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

- Navigate to **TT2**.
- Go to:
Calibrate → 1700-08-03-33 → Engine Oil Reset
- 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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