

 Preview Solution CBR-820-9

Mack Chassis - Engine Brake Only Works With The Brake Pedal, No Function During Cruise - US07 And Newer Emissions, Model Year 2008 And Newer

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Valid for

Mack Chassis - All models

Model Years - 2008 to 2019

If the engine brake only operates when the brake pedal is pressed and does not function during cruise control, this issue is typically related to a parameter setting. To address this problem, an e-service case must be opened with the following detailed information:

Required Information for E-Service Case:

1. Customer Report and Symptoms

Provide a complete description of the customer's report, including all symptoms observed by both the customer and the technician.

2. DTC Readout

Include a complete Diagnostic Trouble Code (DTC) readout from the time the truck arrived for service.

3. Repair History

Offer a thorough description of any prior repair history that may be related to this issue. Avoid vague statements such as "Truck has been in for this previously" without further details, as this does not provide sufficient information for review.

4. Diagnostic Work Performed

If any diagnostic work was performed before opening the case, include all tests conducted along with numerical values of the results.

- Note: Descriptions like "Performed GD", "Checked system", "Okay", "Good" are not acceptable. Specific values and detailed descriptions of the work performed must be provided.

Ensuring that all of the above information is included in your e-service case will facilitate a more efficient and accurate diagnosis and resolution of the issue.

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