



INSTRUCTION TO SERVICE

ITS61622		March 02, 2026
SECTION:	260- SMG EVCC	
SUBJECT:	#MAC ADDRESS# - Assign new MAC address of the duplicated MAC address identified on few buses.	
ISSUE:	Currently few buses are running with duplicated MAC address	
SUMMARY:	Configure the EVCC's and label external MAC addresses so they can be distinguished from one another.	

ITS61622

Ref. NHTSA Recall No.	Ref. Transport Canada Recall No.
Not Applicable	Not Applicable

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Section	Field Name	Input / Example
1. EXECUTIVE SUMMARY	Document Type	Service Campaign
	Year and Model Affected	Select 2023, 2024 XE40
	Triggering Event	When two buses are connected, charger management system (CMS) reads their MAC addresses as identical, resulting charge rejection. Duplicate MAC Addresses also creates confusion for customers, as buses with the same address are showing different SOS values.
2. SAFETY RISK	Safety Risk Statement	Not Applicable
3. CORRECTIVE ACTION	Corrective Measure	Update identified EVCCs with new MAC address.
	Issue Resolution Statement	Issue is resolved by assigning new MAC address.
	Validation Criteria	<ol style="list-style-type: none"> 1. Make sure the bus is ignition on 2. SMG will validate the MAC address during configuration.

PROCEDURE:

1. Locate the newly delivered MAC address labels.
2. Set Park brake and chock wheels.
3. Turn the main battery disconnect switch to the "ON" position.
4. Turn the MRS Switch to the "DAY RUN" position to turn on the bus.
5. Turn the HAZARD SWITCH to "ON".
6. Have Admin right on your computer.
7. Download Anydesk anydesk.com SW for SMG to remote in.
8. Locate SMG EVCC module

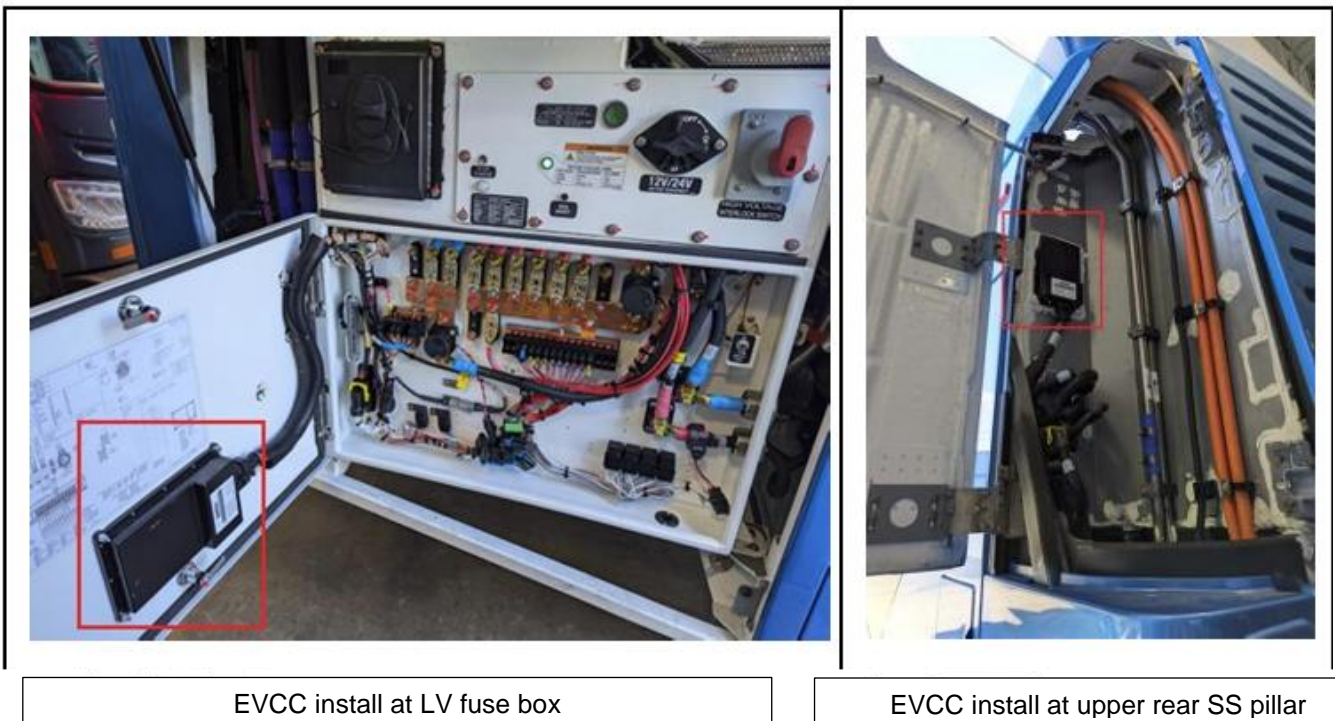


Figure 1: EVCC module locations

LABOUR ESTIMATE				
	Operation	Number of Technician(s)	Hours	Labor Time T X HR
1	Configure New MAC Address	1	0.5	0.5

SPECIAL TOOLS REQUIRED					
Item	Part Number	Description	Qty.	Units	Notes
1		Laptop with admin right	1	EA	
2	6500301	M12 Cable	1	EA	
3		Anydesk Software anydesk.com	1	EA	