

 Preview Solution CBR-2568-3

Contact Workshop; Communication Lost With Ultracapacitor Message With Associated CCIOM DTC U100687 And A Startability Issue.

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Valid For

Mack Chassis - AN (4), PR

Volvo Chassis - VN (4)

Model Year - 2024 to Current

Troubleshooting guide to be used for "Contact workshop; Communication lost with ultracapacitor" message with associated CCIOM DTC U100687 and a startability issue.

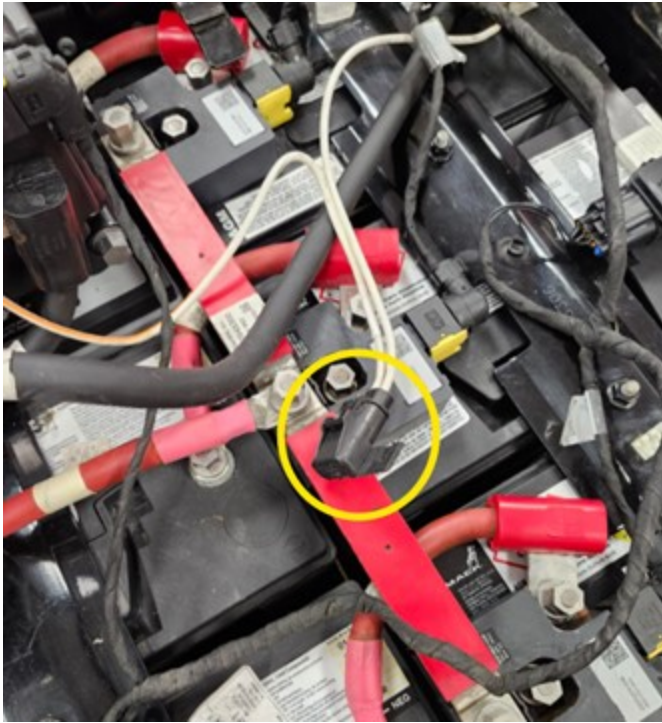


Please see below for the resolution process for instances of the "Contact workshop; Communication lost with ultracapacitor" message with associated CCIOM DTC U100687

 Live UI

1. Check the 40A ground fuse for the Ultracapacitor (UC) and the F38 40A positive fuse for the UC

40 amp ground fuse:



F38 fuse (front side of battery box under cover):



2. Verify all power, ground, and LIN connectors into the UC and BPMU. Ensure all are connected and verify there is no damage

UC LIN connector:



BPMU LIN connector:



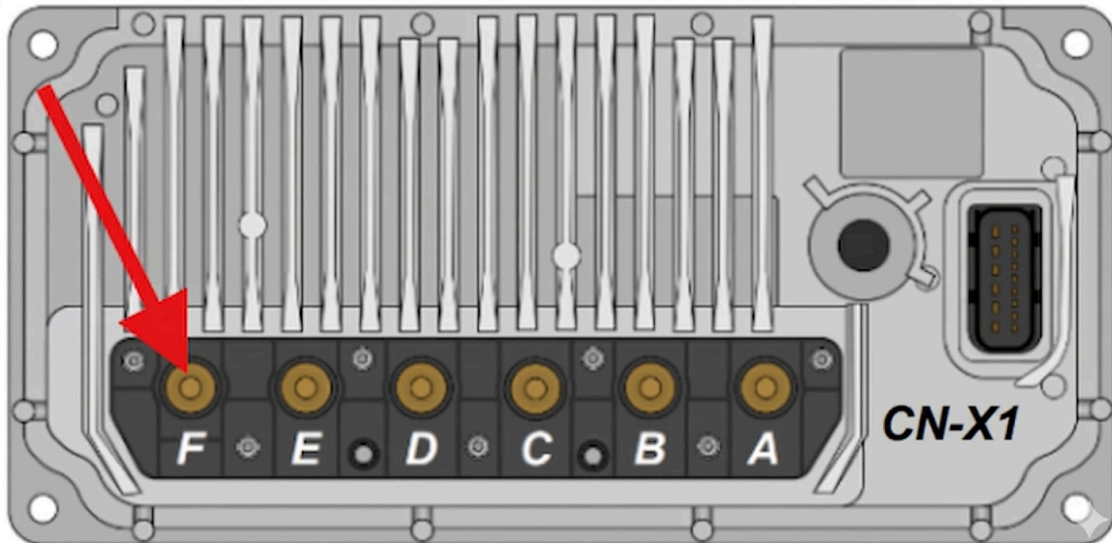
3. If the Lost Communication message and DTC occurred shortly after previous engine start cycles, ensure there is a short waiting period for the UC to recharge before subsequent starts are attempted.

4. Verify the voltage out of the BPMU into the UC

On UC side:



On BPMU side:



5. Record date code (YYMMDD) on BPMU and verify if there is/is not a green dot on the BPMU (see examples below).

If the date code is prior to 6/4/2025 (250604) and there is no green dot, the BPMU may be replaced.

ONLY Replace the BPMU if the Date Code is Within the Effective Range

Example of BPMU built prior to 6/4/2025:



Example of BPMU built after 6/4/2025:



If no fault is found, there is no startability issue and the Ultra Capacitor voltage is greater than 18volts, please clear fault and release the unit.

If troubleshooting leads to a no fault found situation and unit has a startability issue, please open an E-Service case



related links and attachments

No links or attachments available



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