

**TGW Control Unit, Reprogramming  
VN, VHD, VAH****SP 398-001, TGW Control Unit, Reprogramming****(March 2017)**

On some trucks with the Telematics Gateway (TGW) system, the TGW control unit may not correctly communicate with the vehicle systems after restarting. The behavior associated with this issue will be the message "Volvolink Hardware Failure – Use Paper Logs" appearing in the Driver Information Display in the instrument cluster, and a high number of MID 140 PSID 239 FMI 12 faults when viewed in tech tool. The faults occur when the TGW control unit fails to properly restart and falls into a restart loop preventing the control unit from communicating with the instrument cluster on the J1587 datalink. This is due to a software issue in the TGW control unit that manages how the unit handles failed restarts. To correct this issue, follow the instructions in this document to reprogram the TGW control unit to the latest software level.

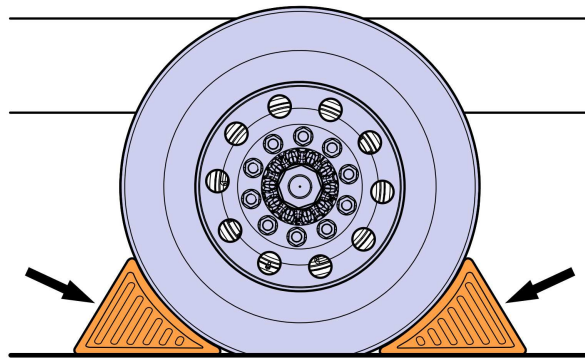
**Vehicles Affected:** All vehicles with TGW2.1 3G Control Module part number 22558686 and software part number 23035402.

## Decommissioning the Truck for Repair

You must read and understand the precautions and guidelines in Service Information, group 30, "General Safety Practices, Electrical" before performing this procedure. If you are not properly trained and certified in this procedure, ask your supervisor for training before you perform it.

**NOTE:** Information is subject to change without notice. Illustrations are used for reference only and can differ slightly from the actual vehicle being serviced. However, key components addressed in this information are represented as accurately as possible.

- 1 Park the vehicle on a flat and level surface.
- 2 Apply the parking brake.
- 3 Place the transmission in neutral or park.
- 4 Install the wheel chocks.



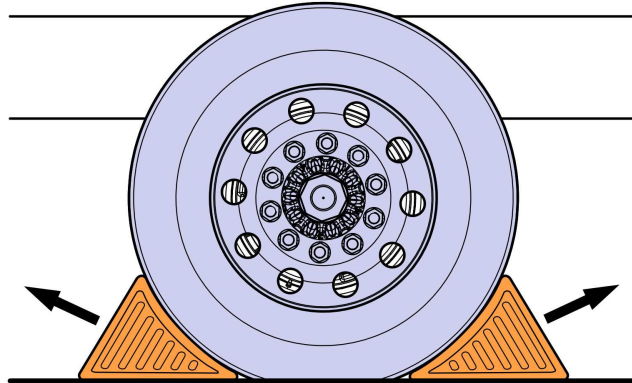
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## TGW Control Unit, Reprogramming Procedure

- 1 Connect Premium Tech Tool to vehicle and view the control unit information.
- 2 If the Product Data column for the Telematics Gateway shows a red circle with a minus symbol remove fuse F13 in the cab fuse and relay center (FRC) for 5 minutes. Reinstall the fuse to reestablish the connection.
- 3 Verify that the Product Data column for the Telematics Gateway shows a green circle with a check mark before continuing.
- 4 Under the Program tab, select 1700-08-03-39 Electronic Control Unit, then select Telematics Gateway (TGW).
- 5 Select update Electronic Control Unit with latest software, then select Program to begin the programming procedure.
- 6 When the programming procedure is complete, return to the Control Unit Information screen and verify that the Telematics Gateway has a check mark under Product Data

## Commissioning the Truck for Operation

- 1 Remove the wheel chocks.



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### Reimbursement

<b>This repair is covered by an authorized Service Program. Reimbursement is obtained via the normal claim handling process.</b>	<b>UCHP Reimbursement</b>
<b>Claim Type (used only when uploading from the Dealer Bus. Sys.)</b>	B
<b>Recall Status</b>	
Vehicle inspected, repair not required	
Vehicle repaired per instruction	
<b>Labor Code</b>	
Primary Labor Code (TGW Control Unit Reprogramming)	3970-22-03-03 0.3 hrs
Take to take charge and determine campaign status	1700-16-01-01 0.3 hrs
<b>Causal Part</b>	22558686
<b>SCC Code</b>	S7172
<b>Authorization Number</b>	NA
<b>Expiration Date</b>	March 31, 2018

**Note:** Take Charge Time is not included in the Labor Code for this operation. Take charge may be eligible but can only be used once per repair visit. If vehicle is having other warranty repairs performed, take charge should be charged to the warranty repair, otherwise take charge can be charged to this service program.