



Mack Models

Mack Model TE-TerraPro , LR , LEU , MRU-TerraPro , GR-Granite , PI-Pinnacle , AN-Anthem ,
CHU-Pinnacle, Axle back , CXU-Pinnacle, Axel forward , GU-Granite , TD-Titan

Volvo Models

Volvo Model VNR , VNX , VNL , VNM , VHD , VAH

Engine family

Engine family 11L Engine , 13L Engine , 16L Engine , MP7 , MP8 , MP10

Emission Standard

Emission Standard 2018 , OBD2017 , US17 , US16 , US15 , US13 OBD , US14

**** SOLUTION ****

Title Premium Tech Tool (PTT) Error Code 43: Service Regeneration Fails To Start; Service
Regen Does Not Complete With Error 43 Displayed - **US10+OBD13 And Newer
Emissions, Common Model Year 2014 And Newer**

Cause When attempting to initiate a service regeneration, Premium Tech Tool may display
Error 43, and the regen may fail to start.

Solution **If a chassis is causing PTT to set Error 43, review the Diagnostic Trouble Code
(DTC) Readout for codes and components for issues that may indicate or result in
any of the conditions below:**

1. Exhaust temperature sensors: Active DTC(s) for Engine Exhaust Temperature (T1), DOC outlet/DPF inlet (T2) or DPF outlet (T3).
2. Low coolant level: Coolant level below 25%.
3. AHI System : Active DTC for any AHI system faults.
4. Variable Geometry Turbocharger: Active DTC for any VGT system faults.
5. Boost Pressure: Active DTC for Boost system.
6. Active DTC for Fuel Injection System : Misfire / Cylinder Balance / Injector electrical faults etc.

**These are critical components to the regen process. Any problems with any of the
items above should be repaired prior to attempting a regen.**

Solution visibility **Dealer distribution**

Function(s)/component(s) affected

Function affected TT , Diagnostic tool

Function Group

Function Group 254 catalytic converter; exhaust emission control equipment , 258 emissions after-treatment

Customer effect

Main customer effect regeneration , fault code/display

Fault code(s)

OBD 2013 Diagnostic Error 43
Trouble Codes

Conditions

Frequency of occurrence of random
problem

Administration

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