Mack Models

Mack Model	CH , RB , DM , CHN , CL , CT , CV , CX , CXM , LE , MR , RD
** SOLUTION **	
Title	V-MAC DP - Error message #13 - Access Denied, Password Incorrect
Cause	General V-MAC information.
Solution	Dealer Programming software, any ECU Programming

Description:

An error message #13 Access Denied, Password Incorrect occurs while programming or reflashing an ECU.

Solution:

1) For "Program ECU OEM Data", perform the following checks:

- Ensure that the file downloaded corresponds to the proper vehicle. The last 6 digits of the data file name should match the last 6 digits of the VIN. The V-MAC programming history (F18 screen) should indicate the recent download.
- Ensure that the previous download, successfully programmed into the ECU, has been verified (Indicator VERFIED on V-MAC F1 screen). If not, look at the OEM programming date into the ECU mounted on the truck to determine if a programming has been performed with the last file downloaded. If so, contact Product Support to have the password incremented.
- Ensure that the serial number of the ECU mounted on the truck matches the one on the V-MAC F1 screen. If not contact the Mack Trucks, Inc. Product Support.

For V-MAC I, if the condition persist and the ECU must be reprogrammed for any reasons, the ECU will have to be replaced since V-MAC I ECU cannot be reflashed. For V-MAC II or V-MAC III, if the condition persists, reflash the ECU with the same software version. This will blank the OEM password and enable a new programming with MDP.

2) For "Flash ECU Software", perform the following checks:

- Ensure that the file downloaded corresponds to the proper ECU serial number. The 8 digits of the product software file name should match the (last) 8 digits of the ECU serial number.
- Ensure that the serial number of the ECU mounted on the truck matches the one on the V-MAC F1 screen. If not contact the Mack Trucks, Inc. Product Support.

Solution visibility	Dealer distribution

Function(s)/component(s) affected

Function affected	EECU , MID 128 – EMS , VMAC

Function Group

Function Group	170 General - Programming, Data Monitor, Vehicle Information

Customer effect

Main customer effect	calibration/programming/pairing/missing operation

Administration

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