

**** SOLUTION ****

Title Mack Chassis - SNM16-006 Telematics Gateway (TGW) Goes Offline Due To Vin Mismatch When Test Engine ECU Is Installed

Mack Models

Mack Model LEU , LR , MRU - TerraPro , CHU - Pinnacle, Axle back , CXU - Pinnacle, Axle front , GU - Granite , TD - Titan

Emission Standard

Emission Standard US10 , US10+OBD13 , US14 , US14+OBD15 , US14+OBD16

Engine family

Engine family MP7 , MP8 , MP10

**** SOLUTION ****

Cause In some cases, if a technician suspects an issue with the Engine ECU (EECU) , they may replace it with a known good EECU as a test. If this is done on a truck with TGW , the TGW detects a component mismatch and automatically deactivates the SIM card. The system is designed in this way to protect the integrity of the data being transmitted by the telematics system; the data transmitted is specific to a VIN so it must be heavily guarded and is regulated by law.

Solution Advise to refer to - SNM16-006 Telematics Gateway (TGW) goes offline due to VIN mismatch when test Engine ECU is installed [here](#)

NOTE: The TGW only monitors the Engine ECU for VIN mismatch. No other ECUs in the truck are monitored for mismatch to the TGW.

If in the event that you are not able to do this, or you have already performed this action, it can be reactivated by calling 1-800-52-VOLVO (1-800- 528-6586), option 3, for Telematics Support.

Solution visibility **Dealer distribution**

Function(s)/component(s) affected

Function affected 12 1 0 TGW2 , MID 142 – RAL , MID 179 – FMS Gateway , Diagnostic tool , SNM , Engine

Function Group

Function Group 397 mobile data services , 398 telematics systems

Customer effect

Main customer effect calibration/programming/pairing/missing operation , diagnostics/methodology , fault code/display

Fault Codes And Error Codes

Conditions

Vehicle operating mode when driving , when stationary

Frequency of occurrence of
problem always

Administration

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