



Solution K41105570

Monday, March 2, 2020 7:38:03 PM CET

**** SOLUTION ****

Title Instrument Cluster Programming - Programming Fails Or Errors Display When Replacing An Instrument Cluster With A Newer Part Number (Conversion Kit) - [US04 To US10 Chassis \(9-Pin Diagnostic Connector\)](#)

Mack Models

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

Volvo Models

Volvo Model VN , VNL , VNM , VNX , VAH , VHD , VT

Emission Standard

Emission Standard US04 , US07 , US10

**** SOLUTION ****

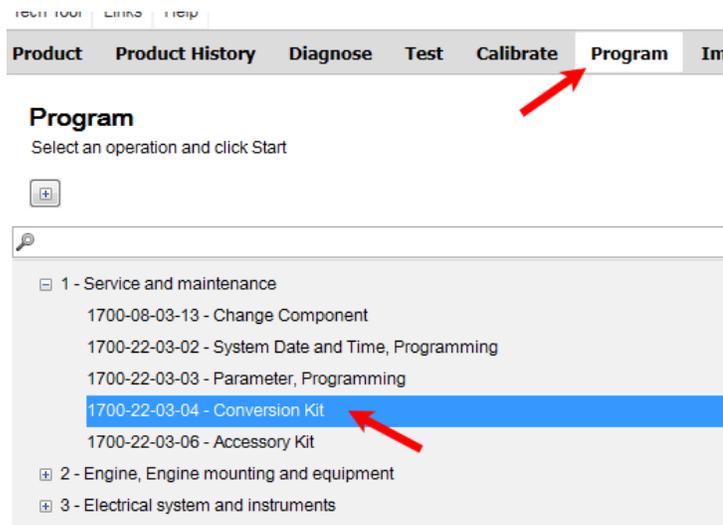
Cause If installing a new Module, error messages or programming failure may be encountered during the programming process, especially when the old Module is multiple part number supercessions older than the one being installed. There have been several software changes made in the background as new versions of the Module were released. This may necessitate running Conversion Kits prior to programming the new Module in order to receive the proper configuration from Central Systems.

Solution **To program a Conversion Kit and update Central Systems with proper part information:**

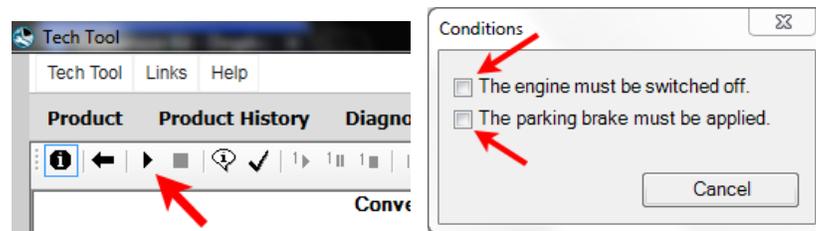
1. Check the part number of the original Module, and the Module being installed. Make note of both numbers.

- Obtain part numbers from the label on the Modules. Do not use numbers from product packaging for reference.
- Verify that the new Module is compatible with the chassis.

2. In PTT, go to the Program tab. Select [1700-22-03-04 - Conversion Kit](#). Press the Start button in the lower right-hand corner of the screen to start the operation.

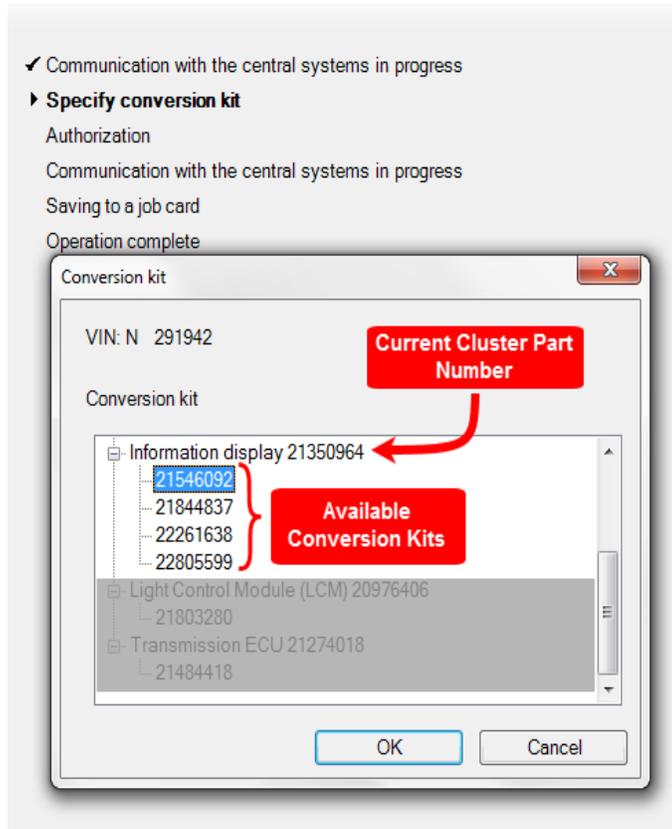


3. Press the Play button in the upper left-hand corner of the screen. The Conditions window will open. Ensure that both conditions are met and check the boxes.



4. A list of all Conversion Kits available will open. Find the available kits for Information Display. The part number of the Module currently installed should appear next to the section header.

- **NOTE:** If there are no Conversion Kits displayed for the Module, power, ground, and data links will need to be checked to ensure a communication or power supply issue is not preventing programming.

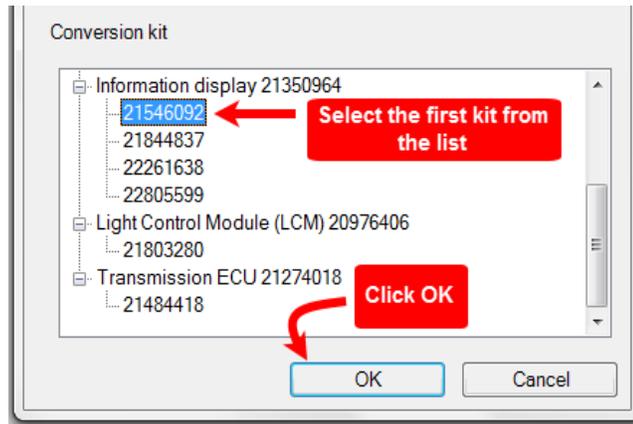


5. Refer to the new Module part number. Each Conversion Kit listed will need to be run **one at a time starting from the lowest part number, up to but not past** the part number of the new Module.

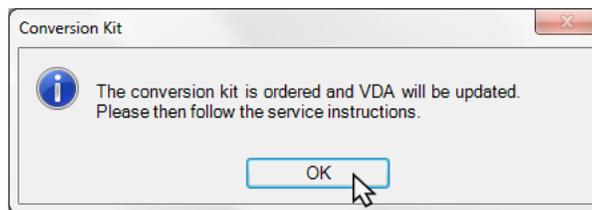
- **DO NOT** go straight to the conversion kit that matches the part number. Older kits must be run **FIRST**.

- **NOTE:** If the new Module has a part number that is not shown on the list, run the Conversion Kits up to the closest number to but lower than the new Module part number. Contact Tech Support through eService for the part number to be updated in Central Systems once conversion kits have been run. Required information for the eService case can be found at the end of this solution.

A. Select the first Kit on the list. Click Okay.

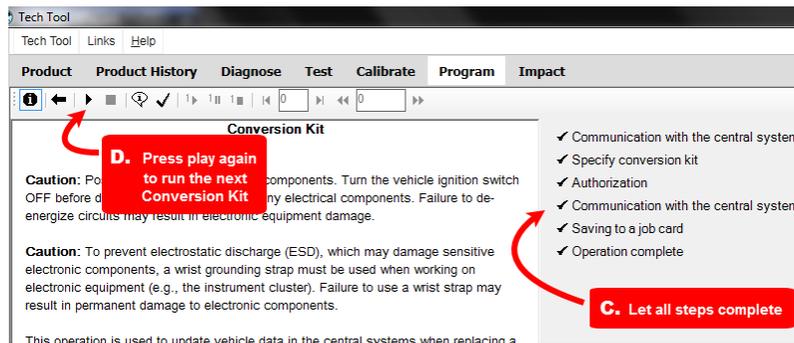


B. An alert will open advising that the Kit is ordered and VDA updated. Click OK

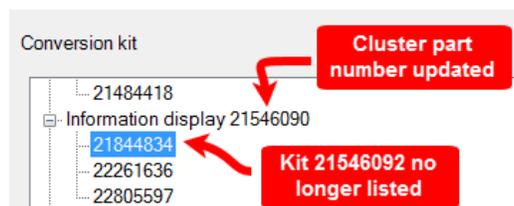


C. Wait for all steps to complete. It may take several minutes for the "Saving to job card" step to complete the first time through.

D. Once the operation completes, press the Play button again. Repeat steps A and B as necessary.



i. Once a kit has been run, the current part number will be updated and the previously run kit will no longer be present on the list.



E. DO NOT RUN ANY KITS PAST THE PART NUMBER BEING INSTALLED.

6. Once all of the necessary kits have been run, exit the operation. Refresh product data.

7. Program the Module as normal.

NOTE: It may be necessary for direct changes to be made once all available Conversion Kits are run if programming still will not complete. Swapping a Standard (MPH) Module to a Metric (KPH) Module is a common example of this.

If programming will not complete after all Conversion Kits have been run:

- Start an eService case.
- In the case, provide:
 - The new Module part number
 - The old Module part number
 - Advise that Conversion Kits have been run.
 - Provide a screenshot (preferred) or a complete description of the error code observed when programming.

Solution visibility

Dealer distribution

Function(s)/component(s) affected

Function affected MID 140 – IC04 / IC05 , dashboard/information display

Customer effect

Main customer effect calibration/programming/pairing/missing operation

Administration

Author RU4469V

Dealer ID RU4469V

Last modified by RU4469V

Creation date 05-01-2018 20:01

Date of last update 14-02-2020 19:02

Status Published

Average score 5

Number of scores 3

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