

51-013 3G Over-the-Air (OTA) Service Degradation

2/22/2022

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Section

General Accessories - 51

Subject

3G Over-the-Air (OTA) Service Degradation

Whats New Abstract

Information Only - Due to major data carriers phasing out 3G networks, chassis currently utilizing first generation Peoplenet Mobile Gateway (PMG001) will experience severe 3G service degradation as early as January of 2022. Chassis currently utilizing 3G antennas as a primary antenna may experience this degradation.

Revision

2/22/2022 - Updated parts table with additional parts needed and updated part numbers. Updated Service Action section to remove PMG002 info.

2/9/2022 - Updated part numbers in the parts table.

Condition

Severe service degradation of data downloads.

Chassis Affected

All chassis utilizing first generation Peoplenet Mobile Gateway (PMG001) and/or a 3G antenna as a primary antenna.

Action

Information Only

Trimble International Gateway (TIG) is available as a customer option to replace PMG.

A 4G "puck style" antenna is available as a replacement for the 3G antenna but is NOT required for use with TIG. A replacement 4G antenna is suggested to improve data connectivity if experiencing service degradation with a 3G antenna.

Warranty

No Warranty - Customer Option

Parts

Parts are available from PACCAR Parts for Purchase.

Quantity	Part Number	Description
1*	PP407083-2200	4G Puck Antenna
1*	PP607340	TIG Assembly
1*	L-016-0727	TIG Adapter Cable

*As needed depending on chassis configuration.

Background

All major data network carriers are “sunsetting” their 3G networks. By year end of 2022, all 3G network access will be terminated and any devices that function on a 3G network will be rendered inoperable. Chassis currently utilizing the first generation of Peoplenet Mobile Gateway (PMG001) and/or 3G antennas, as a primary antenna, will experience severe service degradation. SmartLINQ, TruckTech+, and OTA updates will be impacted by this change. Electronic Logging Devices (ELD) may be impacted.

Procedure

Affected Part Visual Reference

Puck Antenna



Attachments

[Puck Style Antenna R&R Procedure](#)