



Mack SNM15-007 Vocom Adapter (88890300) May Lock Up When Updating Firmware



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Service News



To: U.S. and Canada Mack General Managers
U.S. and Canada Mack Service Managers
U.S. and Canada Mack Service Technicians
U.S. and Canada Mack Warranty Managers

Bulletin: SNM15-007
Date: February 9, 2015
Valid to: Until Further Notice
Replaces: N/A
Action Required? **Yes**

From: Greg Holderfield – Director, Product Reliability

Subject: Vocom Adapter (88890300) May Lock Up When Updating Firmware



Premium Tech Tool and Vocom

The Vocom communications interface (88890300) may “lock-up” when attempting to update the device firmware. This lock-up is temporary and can be corrected.

To correct a locked-up Vocom, disconnect both of the Vocom cables and wait at least 2 minutes. Reconnect the USB cable only to the Vocom and connect to the PC. Do NOT connect to a truck. Using PTT 2.03.60 or newer, update the Vocom firmware.

See Section 5.7-Tools in the Warranty Operations Manual for warranty information.

If you have any questions or concerns please contact us using the phone number below or [click here](#) to submit a question online.

Contact Information:

By phone: 1-877-978-6586

By e-mail: [Click Here](#)