

Telematics Gateway (TGW) Connect Ability Issues

Published 23 February 2024

Valid For

Volvo models VNR,VNX,VNL,VNM,VAH,VHD Model Years 2010 to current

Mack models CHU,CXU,PI,GR,GU,LR,TD,MRU,TE,AN Model Years 2013 to current

This document was created due to the limited amount of TGW diagnostic information available.

If a customer has a complaint of not being able to locate the truck via Remote Diagnostics and the TGW is not showing connected:

Possible Causes

Telematics Gateway, Communication Loss

SIM-Card - Incorrect Installation

SIM-Card - Damaged

TGW Will Not Connect After SIM Card Replacement

If the TGW will not connect after SIM card replacement Refer to CBR solution **CBR-2333**

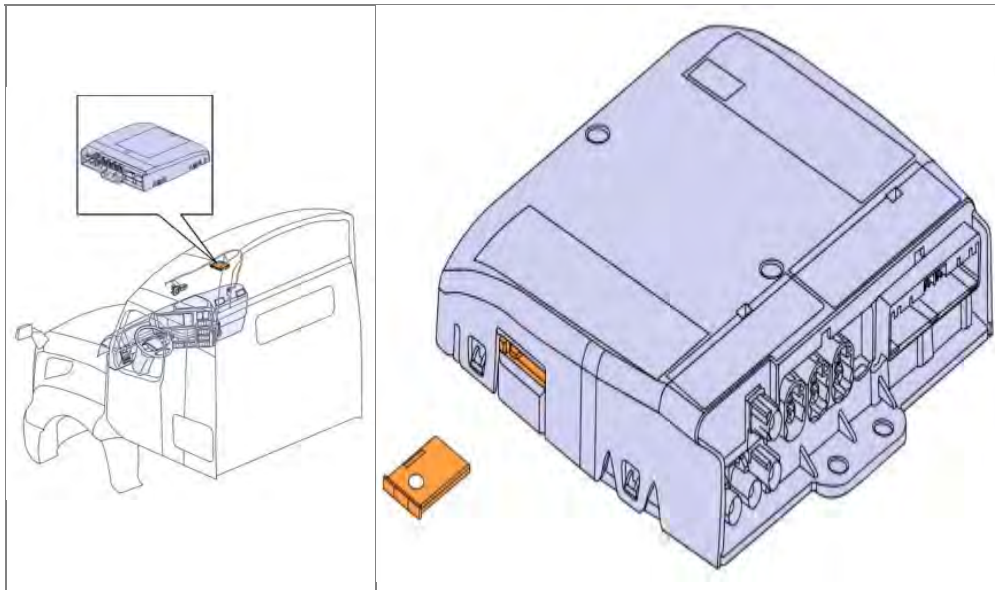


Telematics Gateway, Communication Loss

1. Program and calibrate the TGW
2. Complete PTT operation 3989-08-03-02 Telematics Connectivity, Check and Activation
 - After running operation 3989-08-03-02 wait 15 min

SIM Card - Incorrectly installed/Damaged

1. Remove the SIM card by using a tool with a fine point (such as an ink pen) and press only on the small button near the SIM card when ejecting it from the Telematics Gateway (TGW)
2. Check that correct component is installed
3. Visually check that component is not damaged



NOTE: The SIM card is installed in a holder onto the side of the TGW; the holder should be fully sealed into the electronic control unit (ECU) when installed correctly. Also note that the SIM card is installed on the bottom of the holder, care should be used when removing and installing as not to let the card fall out of the holder.

In PTT complete the operations below.

- 3970-08-03-02 Telematics System, GPS
- 3979-07-03-02 Telematics Connectivity, Check and Activation

Repair Verification

After any action, perform a repair verification to test if the fault has changed status. The fault might have been corrected during fault tracing even if no obvious fault has been detected.. This might point to an area of further investigation.

Related links and attachments

No links or attachments available



Share

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TGW-U100755: Active Occurrences: 0



Detailed DTC Information

TGW – Telematics GateWay
U1007 – Telematic Communication not Established with Back Office System
55 – Not configured

Status	Occurrences	First occurrence	Last occurrence
Active	0	-	-

Failure event

The communication to telematic back office is not completed

Observable symptoms

None

Possible root causes

- SIM-card, Incorrect installation
- SIM-card, Damaged
- Telematics gateway, Communication Loss

Information

Tech tip

Fault tracing areas

SIM-card

Operations

3970-08-03-02 Telematics System, GPS

3979-07-03-02 Telematics System SIM ID

3989-08-03-02 Telematics Connectivity, Check and Activation

Function status

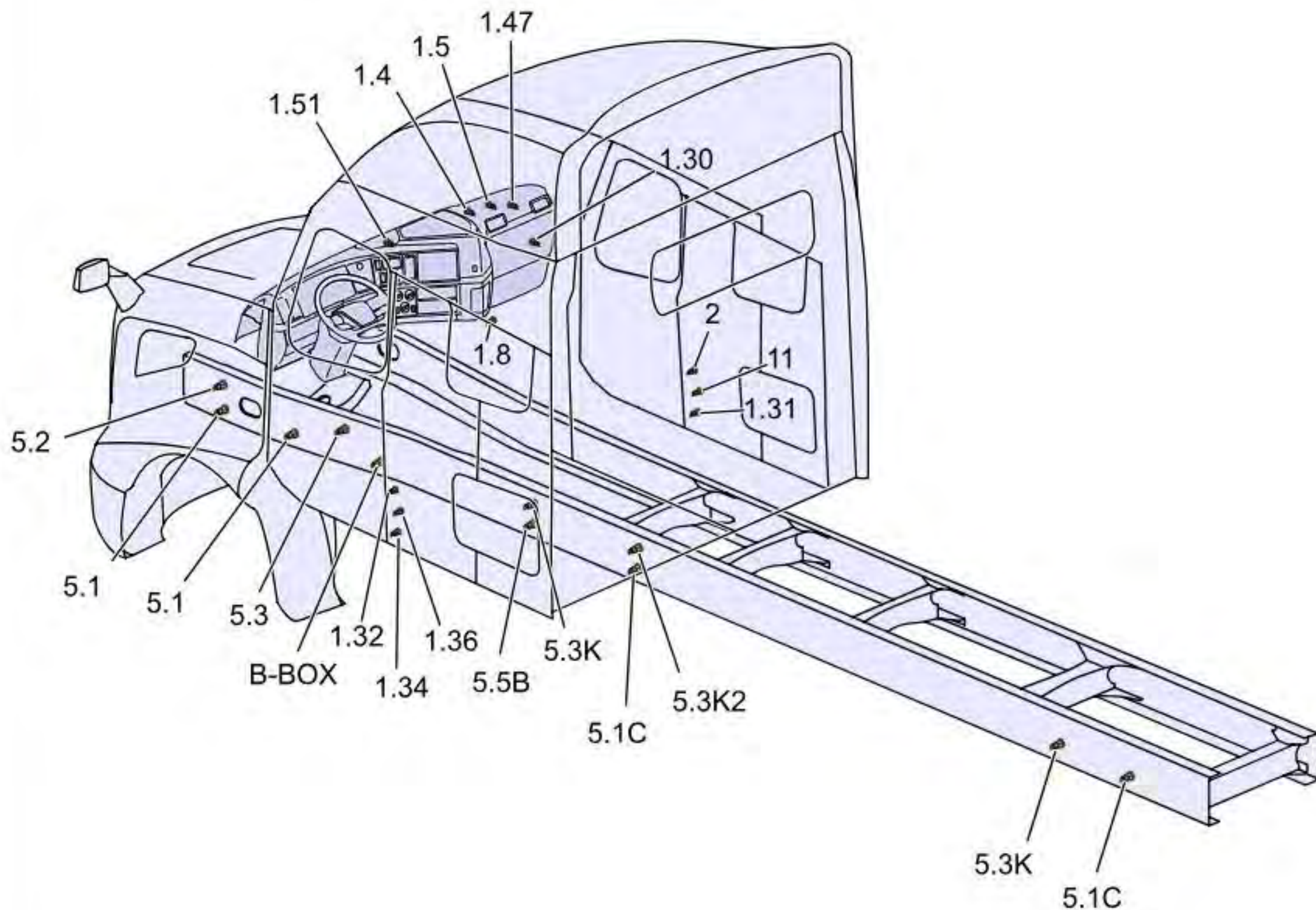
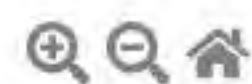
Repair Verification



TGW-U100755: Active Occurrences: 0



Reliable Ground Points



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SIM-card

Operations

3970-08-03-02 Telematics System, GPS

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3989-08-03-02 Telematics Connectivity, Check and Activation

Function status

Repair Verification

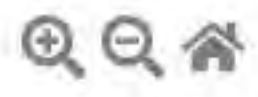
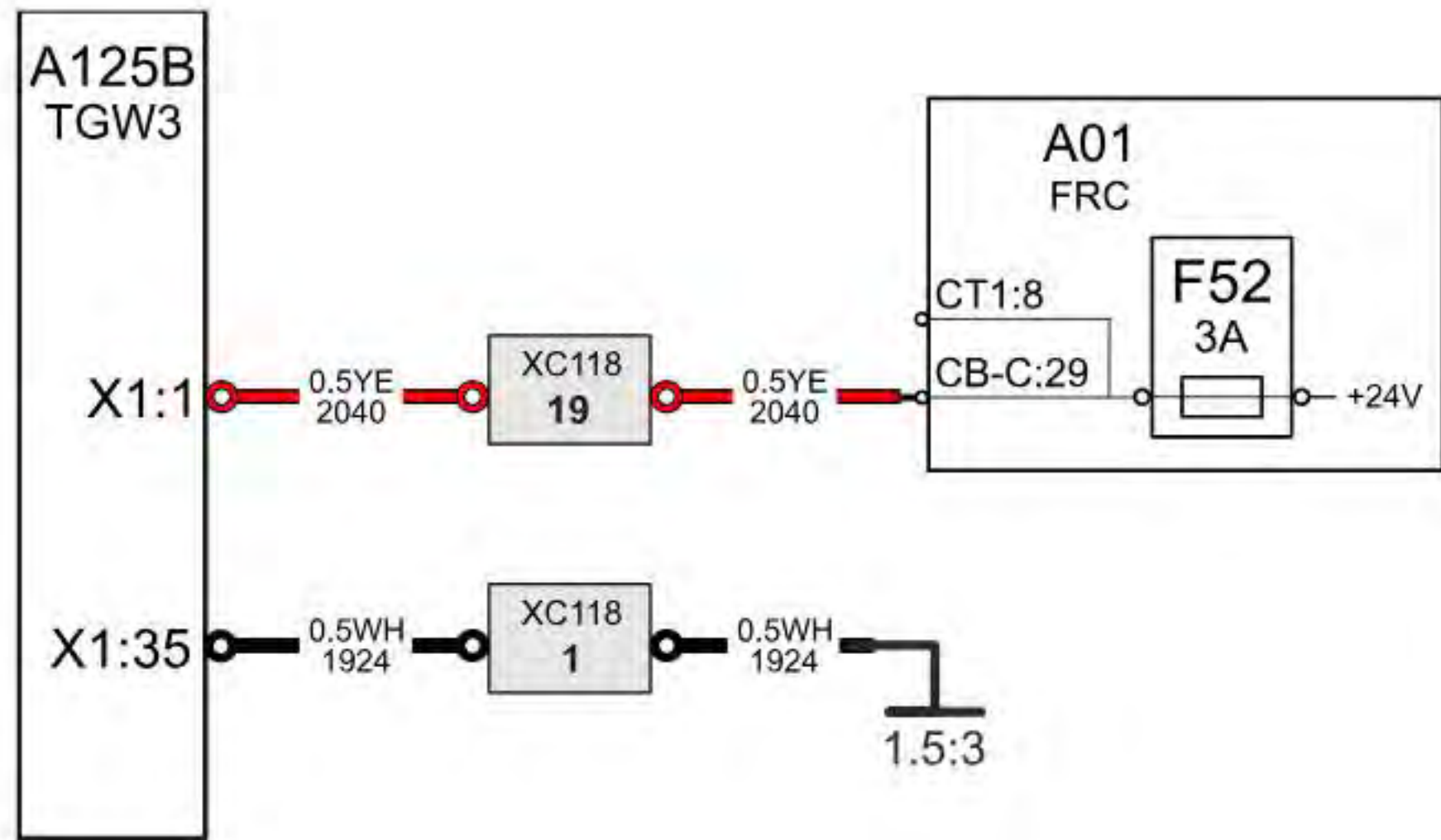


TGW-U100755: Active Occurrences: 0



Control unit supply

Telematics GateWay (TGW) ▾



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▼ SIM-card

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▼ 3979-07-03-02 Telematics System SIM ID

▼ 3989-08-03-02 Telematics Connectivity, Check and Activation

Function status

▼ Repair Verification

Exit



TGW-U100755: Active Occurrences: 0



Service information

- [Telematics Gateway, replace](#)
- [Telematics SIM card, replace](#)

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None

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- SIM-card, Damaged
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Information


Tech tip


1. Run the operation Telematics Connectivity, Check and Activation
2. Wait 15 min
3. If the operation fails when the vehicle is indoors, move the vehicle outdoors and try again


Fault tracing areas

SIM-card 


Operations

3970-08-03-02 Telematics System, GPS 

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3989-08-03-02 Telematics Connectivity, Check and Activation 

Function status

Repair Verification 



TGW-U100755: Active Occurrences: 0



Select the relevant option

Select the relevant option

Select the relevant option

- 1. Component location, Telematics gateway
- 2. Component location, SIM-card



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▲ SIM-card

▼ Visual inspection

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▼ 3979-07-03-02 Telematics System SIM ID

▼ 3989-08-03-02 Telematics Connectivity, Check and Activation

Function status

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Exit

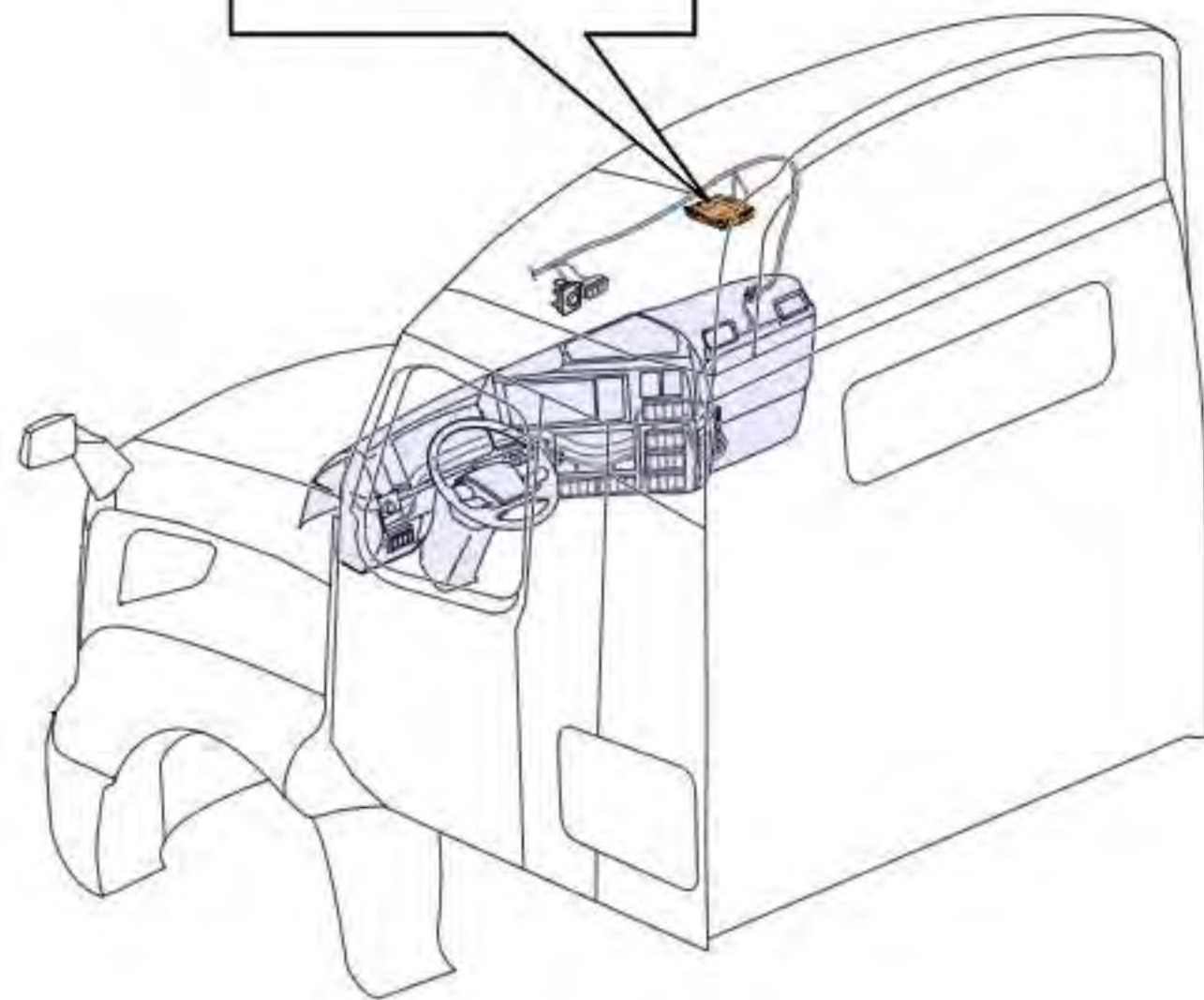
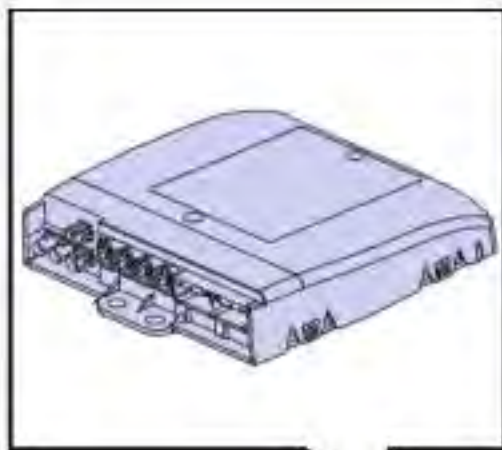


TGW-U100755: Active Occurrences: 0



1. Component location, Telematics gateway

1. Component location, Telematics gateway



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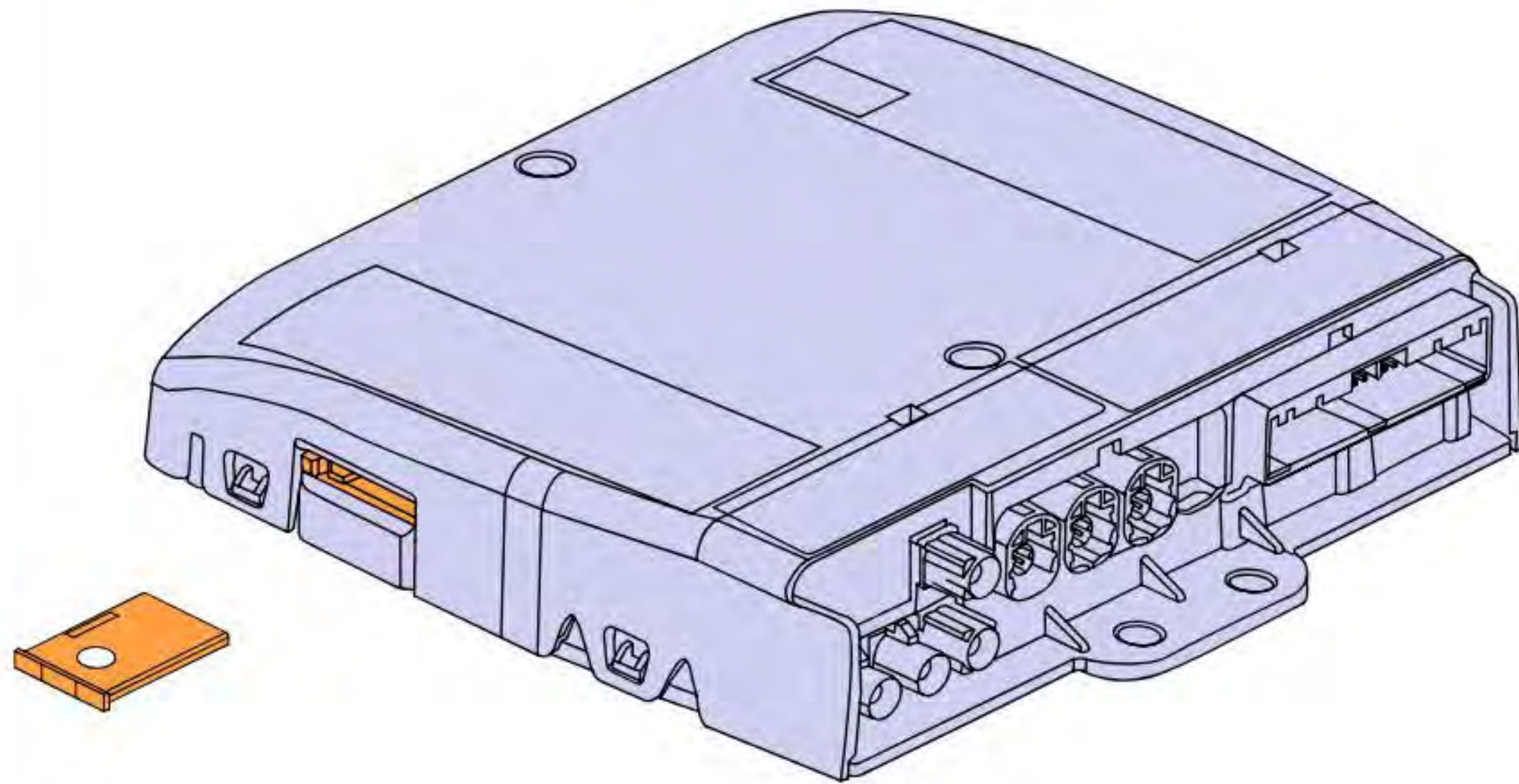


TGW-U100755: Active Occurrences: 0



2. Component location, SIM-card

2. Component location, SIM-card



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Fault tracing areas

^ SIM-card

▼ Visual inspection

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TGW-U100755: Active Occurrences: 0



Select the relevant option

Select the relevant option



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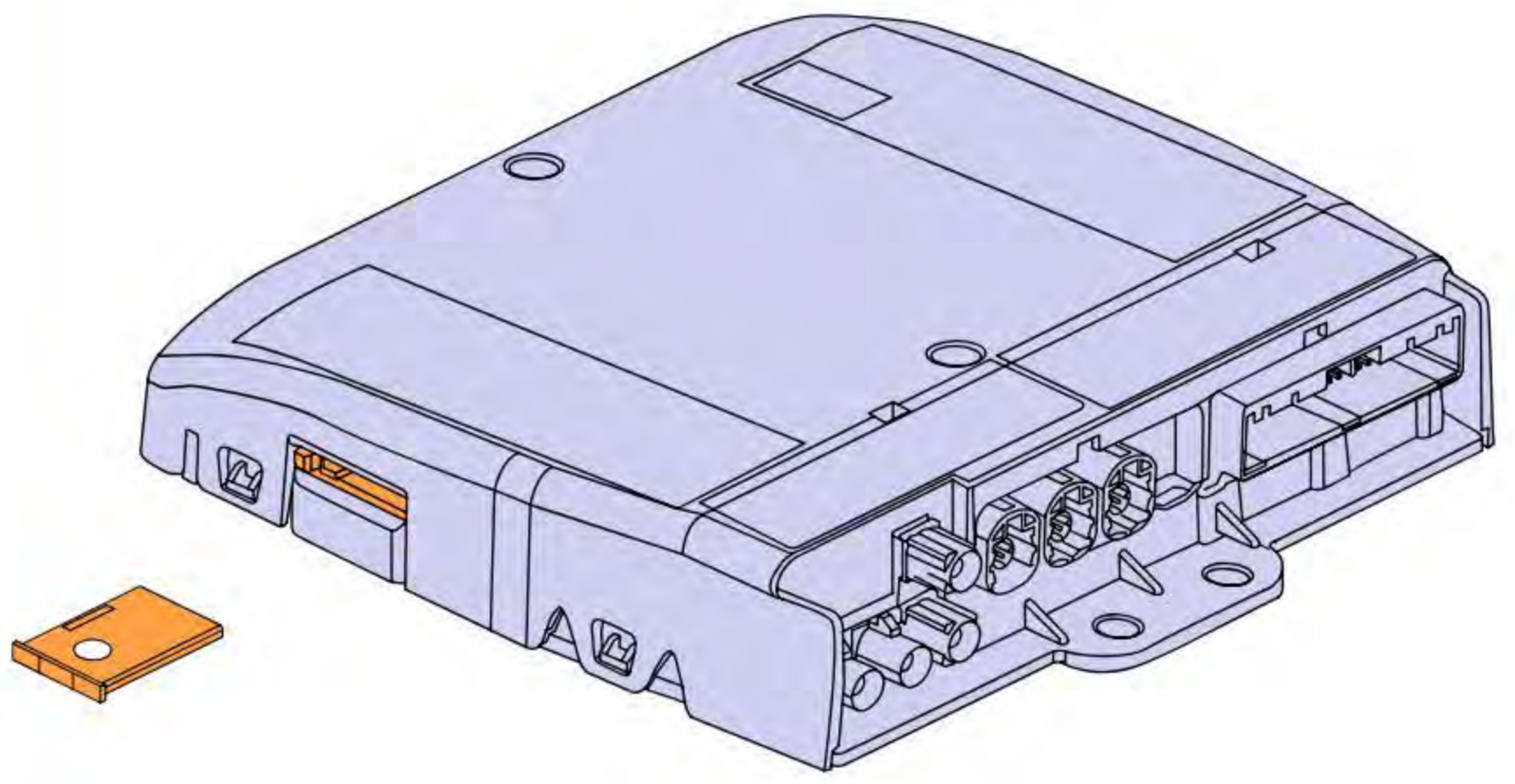
▼ 3989-08-03-02 Telematics Connectivity, Check and Activation

Function status

▼ Repair Verification

2. Component location, SIM-card

2. Component location, SIM-card



Fault tracing areas

^ SIM-card

^ Visual inspection

Action

- Remove the SIM-card by using a tool with a fine point (such as an ink pen) and press only on the small button near the SIM-card when ejecting it from the Telematics gateway (TGW)
- Check that correct component is installed
- Visually check that component is not damaged

Note! The SIM-card is installed in a holder onto the side of the Telematics gateway (TGW); the holder should be fully seated into the electronic control unit (ECU) when installed correctly. Also note that the SIM-card is installed on the bottom of the holder, care should be used when removing and installing as not to let the card fall out of the holder.

Test result

Operations

^ 3970-08-03-02 Telematics System, GPS

^ 3979-07-03-02 Telematics System SIM ID

^ 3989-08-03-02 Telematics Connectivity, Check and Activation

Function status

^ Repair Verification



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Failure event

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Observable symptoms

None

Possible root causes

- SIM-card, Incorrect installation
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Tech tip

Fault tracing areas

SIM-card

Operations

3970-08-03-02 Telematics System, GPS

Switch to the "Test" tab. Run the operation and follow the instructions

Test result

Pass

Fail

3979-07-03-02 Telematics System SIM ID

3989-08-03-02 Telematics Connectivity, Check and Activation

Function status

Repair Verification



TGW-U100755: Active Occurrences: 0

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Operations

3970-08-03-02 Telematics System, GPS

3979-07-03-02 Telematics System SIM ID

Switch to the "Calibrate" tab. Run the operation and follow the instructions

Test result

Pass

Fail

3989-08-03-02 Telematics Connectivity, Check and Activation

Function status

Repair Verification



TGW-U100755: Active Occurrences: 0

Detailed DTC Information

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3989-08-03-02 Telematics Connectivity, Check and Activation

Switch to the "Test" tab. Run the operation and follow the instructions

Test result

Pass

Fail

Function status

Repair Verification


 TGW-U100755: Active
 Occurrences: 0


Detailed DTC Information

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Function status

Repair Verification

Information

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The DTC status is constantly monitored when this fault tracing information is open. The DTC status is updated on the screen every 5 seconds

Note! Some DTCs may need an ECU reset to perform the diagnostics and evaluate if there is a fault in the system (Reset ECU - Restart of the DTC monitoring in the ECU)

Reset ECU - Conditions

- Vehicle stationary
- Engine not running or The driveline is inactive (Electric vehicle)

Result

Green icon: Repair verification pass. The status of the diagnostic trouble code (DTC) is no longer active

Red icon: Repair verification failed. ECU reset failed or The status of the diagnostic trouble code (DTC) is still active

Start

Exit