



MACK OTA - OVER THE AIR

SERVICE OVERVIEW

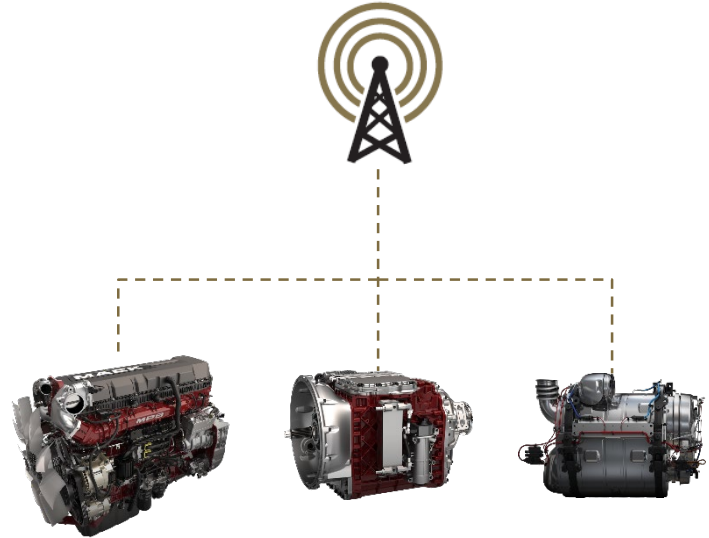


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REMOTELY UPDATE ALL POWERTRAIN ECU'S:

- Engine (EMS)
- Transmission (TECU)
- After Treatment (ACM)

Updates take less than 25 minutes and are Agent Guided.



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PARAMETER OFFERING OVERVIEW

24 Different Parameter Update Options:

- 17 Individual Parameters that can be dialed to customer's preference.
- 7 kits that configure over 200 parameters to get a specified result.

Road Speed

- Road Speed Limit, Max
- Road Speed Limit, Pedal

Cruise

- Cruise Control Max Speed
- Soft Cruise, Enable
- Gentle Shift (Kit)
- Eco Level Used in Soft Cruise Function

Transmission

- Transmission Kick Down Mode
- Highest Start Gear in Manual Mode
- Highest Start Gear in Automatic Mode
- Transmission Performance Mode

Idle Shutdown

- Enable/Disable (Kit)
- Three Minute (Kit)
- Ambient Temp Inhibit (Kit)
- Engine Idle shutdown time
- Disable Park Brake condition for Idle Shutdown
- Engine load limit in PTO to allow Idle Shutdown
- Min ambient temp to allow Idle Shutdown
- Max ambient temp to allow Idle Shutdown
- Max Engine temp to allow Idle Shutdown
- Idle Shutdown Warning Time
- Idle Shutdown Warm-up Temperature

Fuel Economy Kits

- Performance (Kit)
- Balanced (Kit)
- Economy (Kit)

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WHAT INITIATES AN UPDATE?

GuardDog Connect cases:

- Certain DTC/Faults can be improved with a Remote Software Update
- (Process flow on next slide)

Customer Requests:

- **Example 1:** Customer notifies Uptime Agents to schedule a time to update x number of trucks to the latest software versions.
- **Example 2:** Customer calls to request Road Speed Max parameter to be changed to 65 mph on a trip to Canada.

Here's how it works...



1

The truck indicates that there's a software update needed to address an issue.



2

A Mack OneCall™ agent contacts the decision maker to authorize and schedule a remote download.



3

The download is transmitted and verified.



Parked in a safe location



Parking brake ON



Cellular data available



Engine off with key in ON position

4

The driver or fleet technician prepares the truck.



5

Once the truck is ready, the agent remotely triggers the update.



6

The agent confirms the update and notifies the driver or technician.



7

The truck is ready to go back into service.

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ELIGIBILITY & REQUIREMENTS

- **Eligible Vehicles:** GHG '17 or newer (TGW 2)
- **Requires Uptime Bundle Subscription**
 - Complimentary for first two years
 - Unlimited Remote ECU software updates
 - Two Parameter Update Events per year, per VIN (4 total over 2 years)
 - (Purchase coverage plans get you two parameter updates per year, per VIN, over coverage period)
 - After two years, renewal packages available (see next slide)
- **Vehicles must be Registered to receive these services** (see Registration slide)

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PARAMETER SUBSCRIPTION OPTIONS

- **Base Uptime Bundle Offering –**
 - 2 updates, per VIN, per year, over the first 2 years in service (Complimentary for first two years)
 - (4 total updates over 2 years)
- **242 Package (PPP 242) –**
 - A reload of the base offering
 - 2 update events, per VIN, per year (\$200)
- **Parameter Plus Package (PPP) –**
 - 50 update events, per VIN, per year (\$500)

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HOW TO REGISTER

Simply go to our online Registration form: <https://www.macktrucks.com/mack-connect/connected-support/ota-registration/>

This is always available at Macktrucks.com > Technology > Connect Support

MACK Trucks Powertrain Technology Buy Mack Parts & Service Mack Life

Colfax, NC Log In Search

Connected Support Overview

Over The Air (OTA) Software Updates

Wirelessly update software without disrupting your schedules, while increasing operational efficiency and uptime. Requires Mack GuardDog Connect.

Already a customer? [Click here to register for OTA.](#)

[Read more about OTA](#) →

Mack Over the Air Programming (OTA) Registration

Thank you for your interest in the Mack Over the Air Programming service!
To register, please fill out the form below.

Mack Over the Air Programming is an innovative uptime solution that lets you perform over-the-air software and parameter updates anywhere in the United States and Canada where a cellular connection is available. [Learn more](#) about updates made on the fly with Over the Air Programming.

Once submitted, our Registration Team will perform a contact verification and vehicle eligibility* check.
*Only trucks built after October 2016 (Model year 2017, 2018 or above) are eligible for Remote Programming. Eligible trucks must be Mack-powered with Greenhouse Gas 2017 Emissions and equipped with GuardDog Connect.

Within 10 business days of registration, you will receive a confirmation email stating that you are now live, along with a complete overview of the service.

Questions or need help? Email the OTA Programming Support Team at Support.OTARP@volvo.com

Company/Fleet Information

Please provide the below information on your company/fleet.

Who is filling out this form? *
-- Please Select --

Fleet Company Legal Name * First Name *

Last Name *

Phone Number Email Address *

Job Title



MACK®