Preview Solution CBR-2568-5

Contact Workshop; Communication Lost With Ultracapacitor Message With Associated CCIOM DTC U100687 And A Startability Issue.

Published 12 June 2026

Valid For

Mack Chassis - AN (4), PR
Volvo Chassis - VN (4)
Model Year - 2024 to Current

Troubleshooting guide to be used for "Contact workshop; Communication lost with ultracapacitor" message with associated CCIOM DTC U100687 and a startability issue.

Please see below for the resolution process for instances of the "Contact workshop; Communication lost with ultracapacitor" message with associated CCIOM DTC U100687

1. Ensure unit it has the latest service pack installed.

   A. If unit is at latest service pack please move to step 2.

Live UI

B. If there is a service pack avalible, please update the truck to the latest service pack.

2. Once the service pack has been installed, please run accessory kit: 26186000

3.Once accessory kit is installed, check for faults to return

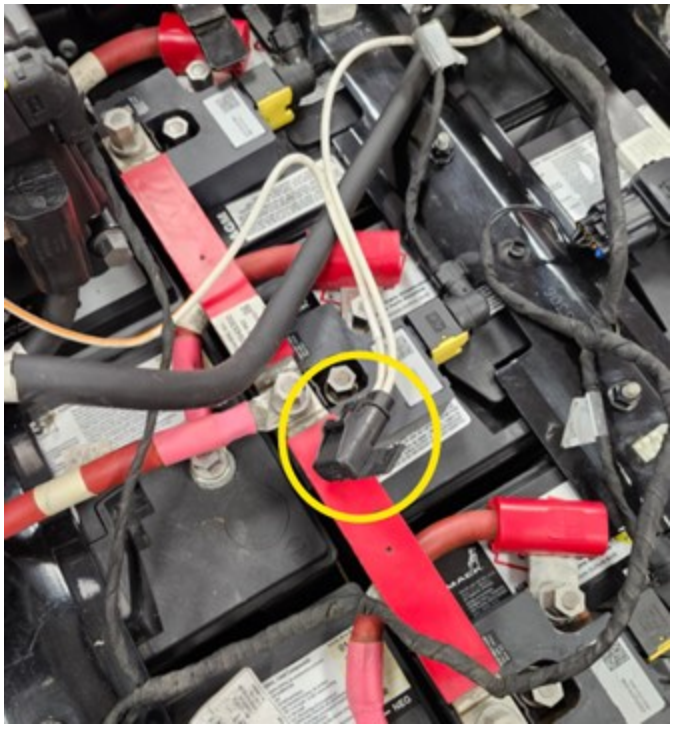
A) If no faults return, return the truck to service

B) If faults return please proceed to troubleshooting in this CBR.

Troubleshooting Guide

1. Check the 40A ground fuse for the Ultracapacitor (UC) and the F38 40A positive fuse for the UC

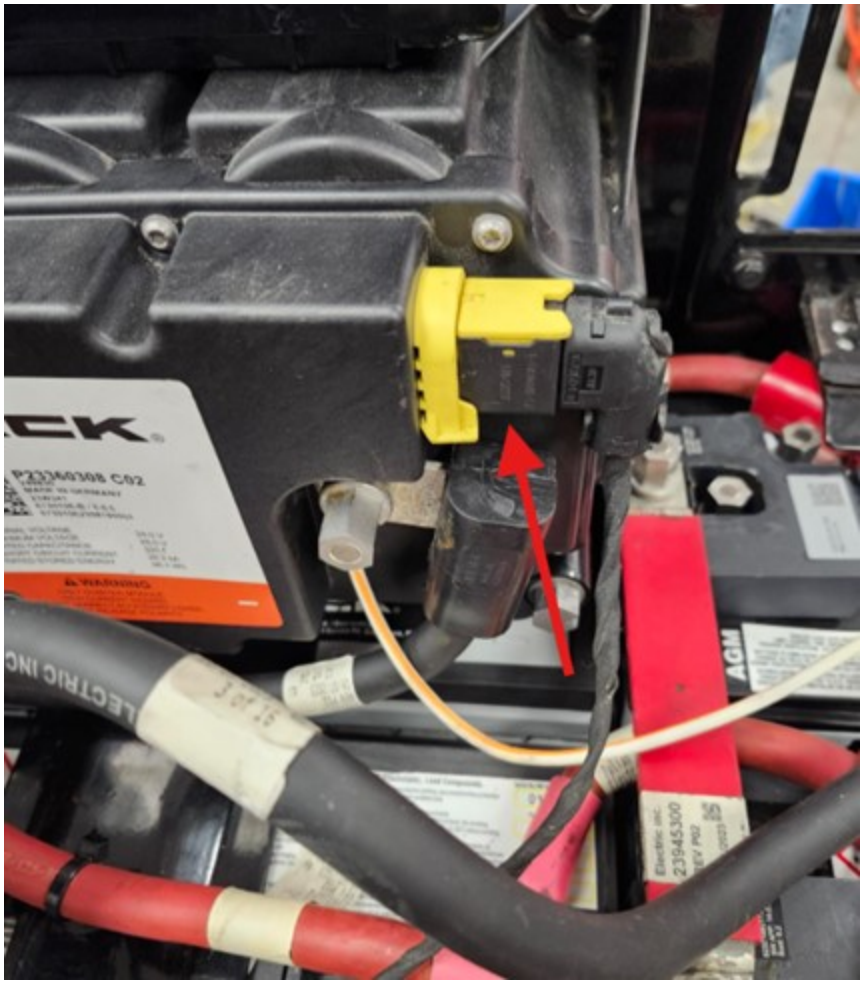
40 amp ground fuse:



F38 fuse (front side of battery box under cover):

2. Verify all power, ground, and LIN connectors into the UC and BPMU. Ensure all are connected and verify there is no damage

UC LIN connector:



Live UI

BPMU LIN connector:

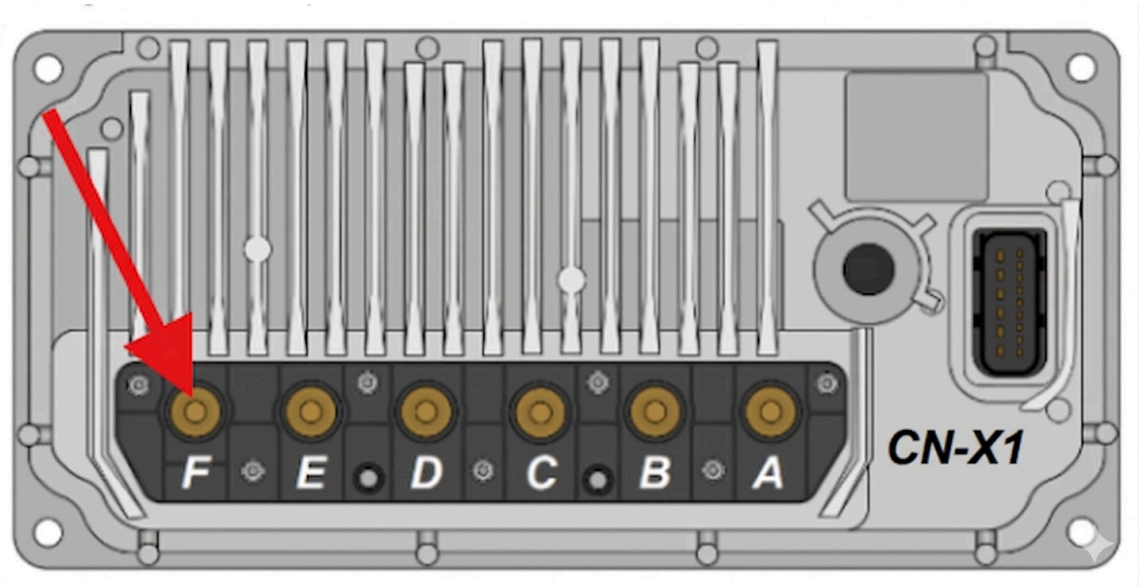
3. If the Lost Communication message and DTC occurred shortly after previous engine start cycles, ensure there is a short waiting period for the UC to recharge before subsequent starts are attempted.

4. Verify the voltage out of the BPMU into the UC

- If the voltage is less than 10V, attempt a "forced charge" of the UC by turning the key to position 2 (or ON with a green light on a push-button start vehicle) for a minimum of 5 minutes. Attempt a start cycling following this procedure.

On the UC side:

On the BPMU side:



5. Record date code (YYMMDD) on BPMU and verify if there is/is not a green dot on the BPMU (see examples below).

If the date code is prior to 6/4/2025 (250604) and there is no green dot, the BPMU may be replaced.

ONLY Replace the BPMU if the Date Code in Within the Effective Range

Example of BPMU built prior to 6/4/2025:

Live UI

Example of BPMU built after 6/4/2025:

If no fault is found, there is no startability issue and the Ultra Capacitor voltage is greater than 18volts, please clear fault and release the unit.

If troubleshooting leads to a no fault found situation and unit has a startability issue, please open an E-Service case

Live UI

Related links and attachments

No links or attachments available

Share
to others that might find it helpful

Feedback
Give feedback
to help improve the content of this article

Live UI