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ID # CBR-2597

Version 2

Title

"Service Required" message for air filter replacement appears in the cluster - AN (4) - PR

Abstract

The purpose of this CBR is to provide steps on how to correct a customer complaint of "Service Required" message for air filter replacement appears in the cluster. There may be no option in PTT or the cluster to reset the air filter service interval.

Content

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Valid For

Mack Chassis - AN (4), PR

Model Year - 2026 to Current

The purpose of this CBR is to provide steps on how to correct a customer complaint of "Service Required" message for air filter replacement appears in the cluster. There may be no option in PTT or the cluster to reset the air filter service interval.

When the "Service Required" message for air filter replacement appears in the cluster, there may be no option in PTT or the cluster to reset the air filter service interval.

NOTE: Ensure air filter is clean, clear, and free from restrictions BEFORE proceeding with the below.

(If no issues with the air filter are found) Follow these steps:

1. Gain access to the Accessory Kit operation in PTT or WSTB and run kit 85171690
2. After the kit has completed, access the IC menu in the cluster
3. An option to reset the air filter should now be available
4. Select the Air Filter Reset option
5. Verify that the "Service Required" message has cleared from the cluster

air filter filter service service required

Categories

Vehicle System > Electrical

Make and Model > Mack > AN (4) - Anthem

Make and Model > Mack > PR - Pioneer