



Date: August 17, 2026

Subject: New Unit Incorrect Fuel Level Sensor Installation Sequence - Alarm Code 98

Location: e-Tech Library

Revision Summary: Added Warranty information. Updates or new content highlighted in **yellow**.

Units: All SR-3/SR-4 Truck and Trailer, Precedent S-750i, and Advancer units with TKV5 Firmware Prior to T-0110-000014

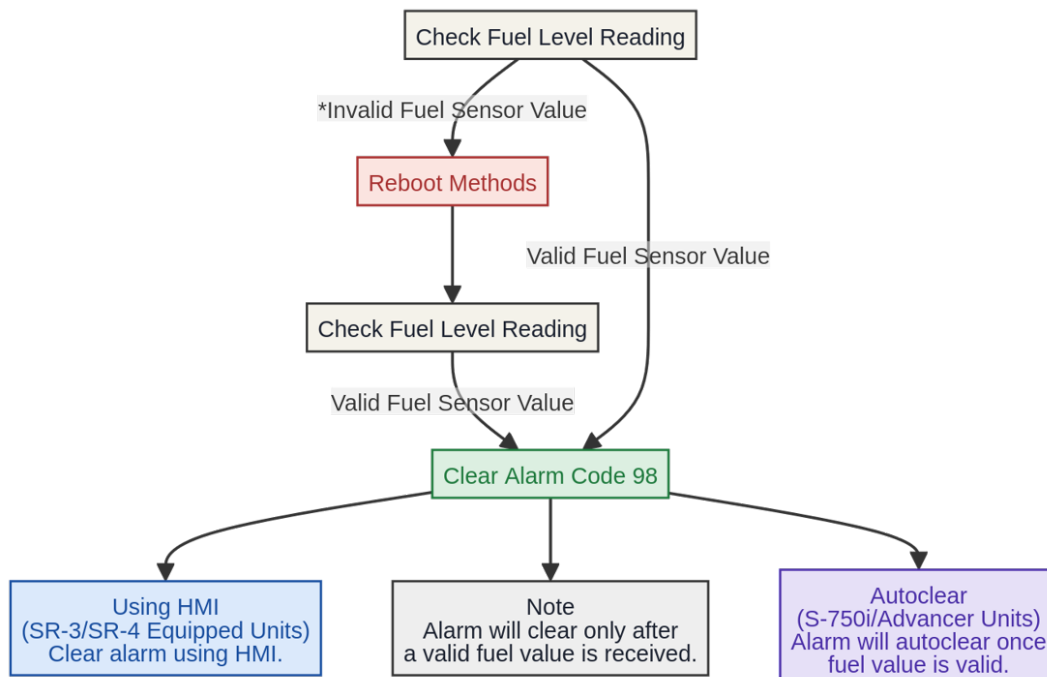
Description: Alarm Code 98 may be generated during new unit installation if the fuel level sensor is connected to the telematics harness after the telematics device is booted for the first time. Fuel level sensor initialization occurs during the telematics device bootup sequence. It is required that the fuel level sensor be attached to the telematics harness prior to controller and telematics device start up for the first time. If the fuel level sensor has been installed after the telematics device is booted for the first time, follow the procedure below.

For SR-3 and SR-4 equipped units, the alarm must be cleared manually or using a remote command. For S-750i and Advancer units, the alarm clears automatically once valid fuel data is received.

Important: This service bulletin is applicable only when a new unit is commissioned when the fuel level sensor is connected to the telematics harness after the telematics device is booted for the first time. For other fuel level sensor issues, refer to the applicable Diagnostic Manual.

Warranty: Refer to [Warranty Bulletin WB535](#) located in Asset Library.

Validate Fuel Reading:



*Invalid Fuel Sensor Value: Refer to page 3.

Check Fuel Level Reading – Valid Fuel Sensor Value:

Note: This applies only where the fuel level reading is valid, but Alarm Code 98 remains active for another reason.

Note: All the following must be true before attempting to clear Alarm Code 98.

1. Confirm the fuel sensor is correctly wired and configured.
2. Verify the HMI (SR-4 shown) displays the correct fuel level reading. If possible, also check the TDAC Fuel Sensor Detail to confirm it displays the same fuel level reading as the HMI.



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Fuel Sensor Detail	
Type	Value
Telematics Fuel Reading	33%
Controller GDT Raw Fuel Reading	33%
HMI Average Fuel Reading	30%

3. Alarm Code 98 is present in the alarm section of the HMI.



Check Fuel Level Reading – Invalid Fuel Sensor Value:

Note: This is applicable when the fuel level reading is invalid or stuck at a specific value. In such cases, follow the steps below to obtain a valid reading.

1. Check the Fuel Level Sensor reading on the SR-3/SR-4 HMI. If it displays (---%), the reading is invalid.

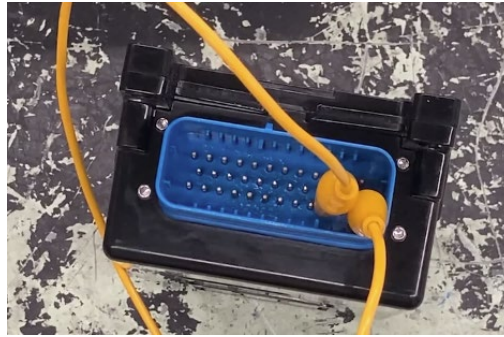


2. If the HMI continues to display the same fuel level value even after changing or moving the fuel level sensor and waiting for at least four minutes, the reading is considered stuck.

Reboot Methods:

Method A – Reboot Telematics Device (Recommended)

1. Confirm the fuel sensor is correctly wired and configured.
2. Place a jumper wire from connector Pin 33 to Pin 35 for at least 10 seconds.



Method B – Hard Reboot of Telematics Device

1. Confirm the fuel sensor is correctly wired and configured.
2. Check TDAC and review Fuel Sensor Detail. If displayed as Invalid or the HMI displays an invalid value (---%), proceed to step 3.

TrackKing TracKing Diagnostic And Configuration **THERMO KING**

Home Status Versions Configuration Firmware Upgrade Export Status Reboot Log Help Logout

Sensor Status

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Fuel Sensor Detail

Type	Value
Telematics Fuel Reading	Invalid
Controller GDT Raw Fuel Reading	Invalid
HMI Average Fuel Reading	Invalid



3. In TDAC, reboot the telematics device by selecting Reboot and wait 5 to 10 minutes.



Clearing Alarm Code 98 (SR-3/SR-4 Equipped Units):

1. Confirm a valid fuel reading is displayed on the HMI (e.g., 25%, 50%, 75%).
2. On the HMI, navigate to Alarms > Active Alarms > Alarm 98.
3. Select and clear Alarm 98.



4. Monitor the HMI for 2 to 3 minutes to verify Alarm Code 98 does not recur.

Clearing Alarm Code 98 (S-750i/Advancer Units):

1. No manual action required.
2. Confirm that the configuration is correct.

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Door Sensors	
Type	Value
Door Sensor Routed to Telematics	false
Door Sensor 1 marked as fitted on TK TracKing	false
Door Sensor 2 marked as fitted on TK TracKing	false
Door Sensor 3 marked as fitted on TK TracKing	false

Fuel Sensor	
Type	Value
Fuel Sensor Routed to Telematics	true
Telematics Fuel Sensor Type	Solid State
Controller Fuel Sensor Type	None
Fuel Tank size entered on TK TracKing	false

3. The alarm will clear automatically once a valid fuel value is received. Alarm Code 98 will no longer be displayed on the HMI.