

FREQUENTLY ASKED QUESTIONS

Who should buy Truck Diagnostic System?

Truck Diagnostic System was designed specifically to meet the needs of Mack fleets. Mack dealerships may see value in having Truck Diagnostic System in their shop, but there is no intention of making it a required tool at this time.

How is Truck Diagnostic System different from Premium Tech Tool?

Truck Diagnostic System satisfies the demand by customers for a light tool that can do light diagnostics, minor parameter changes and generate vehicle reports. It's a very fast light tool, but does not have the capabilities for doing warranty work.

Who is the target market for Truck Diagnostic System?

It was developed primarily for fleets that have light diagnostic needs and want vehicle trip reporting capabilities.

Why Noregon?

As part of our connected vehicle strategy, Mack Trucks is determined to work with best-in-class partners to develop easy to use and highly integrated solutions. Truck Diagnostics System is the latest example of this philosophy

Are the parameter changes password protected?

Yes, if a fleet chooses to setup password protection on their trucks' programmable parameters, Truck Diagnostic System will prompt for that password to be entered prior to allowing parameters to be changes. Premium Tech Tool is required initially to establish or change an existing password on the truck.

What's the difference between Truck Diagnostic System and Premium Tech Tool?

Truck Diagnostic System is a very fast, light tool that quickly displays truck fault codes within one minute while Premium Tech Tool supports the need for more in-depth diagnostics and extensive parameter changes. See Comparison Chart for specifics.

Does Truck Diagnostic System replace Premium Tech Tool?

No, there are a number of differences between Truck Diagnostic System and PTT. Three primary advantages to Premium Tech Tool are its guided diagnostics, software programming and ability to be used for warranty work.

Do I need internet access for Truck Diagnostic System?

No, internet access is not needed with Truck Diagnostic System. Only a 90 day license verification is required.

What trucks will Truck Diagnostic System work on?

Truck Diagnostic System is designed for Mack EPA2007, EPA2010, and EPA2014 trucks.

Will I need to purchase a second Truck Diagnostic System license if I own Volvo trucks?

No, a single license will allow a fleet to read Volvo and Mack trucks.

Should I buy the stand-alone system or the JPRO Command Module?

The functionality of the Truck Diagnostic System stand-alone or Command Module for JPRO® Commercial Fleet Diagnostics is the same. Use of the Command Module requires the purchase of the JPRO® Commercial Fleet Diagnostics which has additional functionality, including other OEMs. Questions about the JPRO® Commercial Fleet Diagnostics systems should be directed to Noregon.

Where can I find more information?

For more information visit the "Parts and Service" section of www.MackTrucks.com.

How much does it cost? And are there any volume discounts?

Both the stand-alone system and the JPRO Command Module have an annual MSRP of \$450. For more information on volume discounts, please contact Noregon at 844-804-2293 or visit www.truckdiagnosticsystem.com.

Is Truck Diagnostics System a one-time purchase?

Truck Diagnostic System is an annual subscription.

What does it cost to update Truck Diagnostic System?

Updates to Truck Diagnostic System are provided free of charge as long as the annual subscription is active.

If I buy Truck Diagnostic System do I need anything else?

Yes, Truck Diagnostic System is a software program. A PC or laptop, 9 pin connector and a RP1210A compliant adapter is need.

Can Truck Diagnostic System perform vehicle tests such as cylinder cut outs?

Yes, Truck Diagnostic System can perform manual Cylinder Cut Out, DPF Regeneration and Learned Data Reset.

What OEM applications come with Truck Diagnostic System?

Truck Diagnostic System does not come with any bundled OEM software applications.

Can Truck Diagnostic System adjust user-configurable parameters?

Truck Diagnostic System has the capability to read user-configurable vehicle parameters and it can set Road Speed Limit, Cruise Control Enable, Idle Shutdown, Cruise Control Max Set Speed and Cruise Control Min Speed on Resume.

Can Truck Diagnostic System clear Fault Codes?

Yes, Truck Diagnostic System has the ability to clear both active and inactive fault codes. Truck Diagnostic System can also clear proprietary Mack and Volvo PPID and PSID faults.

Can Truck Diagnostic System perform ECU reprogramming?

Due to security and safety concerns, Truck Diagnostic System does not allow the reprogramming of ECUs. If you require ECU reprogramming you will need to use the Premium Tech Tool application.

Do I need OEM software in order for Truck Diagnostic System to work?

No Truck Diagnostic System is a stand-alone tool.

How does Truck Diagnostic System diagnose aftertreatment issues?

Truck Diagnostic System allows you to see the overall health of the aftertreatment system in one simple screen. The user can easily see values such as Soot Level, DPF Lamp status, Engine derate as it relates to Aftertreatment and current Regeneration Status. The user can see if there are conditions inhibiting regeneration from taking place. Additionally, the user can start and monitor the DPF Regeneration process using Truck Diagnostic System.

System requirements and troubleshooting:**What kind of computer do I need to run Truck Diagnostic System?**

Noregon recommends using a Panasonic Toughbook CF-53 or Panasonic Toughbook CF-31 but Truck Diagnostic System will work on a current PC running Microsoft XP, Vista Business, Windows 7, or Windows 8.

Does Truck Diagnostic System work on a PC running Windows 7 or Windows 8?

Truck Diagnostic System will work on a PC running Microsoft Windows Vista, Microsoft Windows XP Service Pack 3, Windows 7 or Windows 8.

Do you offer free technical phone support?

Yes.

Does Truck Diagnostic System include any OEM troubleshooting manuals?

Truck Diagnostic System will search your PC for all installed OEM troubleshooting manuals and these will be available for viewing directly within the application. Truck Diagnostic System does not come with any troubleshooting manuals.