

## Technical Service Bulletin

**TSB # T2006-02**

**Product:** Gateway AI

**Model #:** GTWY401-A1 Rev 1.0 and Rev 2.0

**Vehicle:** 2006 Ford E-Series, 2006 GM 6.6L Diesel 610 Chassis, and 2006 GM 6.6L Diesel 560 Chassis

**Issue:** When the module transitions from its power down mode (ignition off) to its power up mode (ignition on) the module intermittently may not wake up. If this action occurs, the module's LED display panels will not prove-out and the backlights on the LED display panels will not illuminate.

**Action:** Disconnect and reconnect the data link connector on the module. The data link connector has red tape as its indicator. See picture below for a visual depiction of the data link connector.



If this behavior is experienced, contact InterMotive for technical support. This behavior has only been observed on a very small percentage (<0.5 %) of the Gateway AI modules.

**Technical inquiries** – Bruce Hodge (530) 346-1801