



Technical Service Bulletin

Technical Service Bulletin:
TSB170076

Released Date: 18-Aug-2017

Fault Codes 3838 and 6637

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Warranty Statement

The information in this document has no effect on present warranty coverage or repair practices, nor does it authorize TRP or Campaign actions.

Contents

Product Affected

- ISX12 G CM2180 EJ

Issue

Symptom

- Fault Codes 3838 and 6637 are **always** inactive when fault codes are viewed in INSITE™ electronic service tool on engines equipped with a multiplexed variable speed fan drive.

Root Cause

- Error in engine control module (ECM) calibration codes released after 25 May 2017. See Table 1 below for affected ECM calibration codes.

Verification

Verify existing ECM calibration code is found in Table 1 below.

DH10001 .21	DH10002 .21	DH10003 .19	DH10004 .19	DH10005 .20	DH10006 .20	DH10007 .22
DH10008 .22	DH10009 .20	DH10010 .10	DH10011 .10	DH10012 .10	DH10013 .10	DH10014 .11

Table 1, Affected ECM Calibration Codes						
DH10015 .11	DH10016 .11	DH10017 .12	DH10018 .12	DH10025 .09	DH10034 .08	DH10035 .07
DH10036 .07	DH10037 .07	DH10038 .08	DH10039 .08	DH10040 .08	DH10041 .08	DH10042 .08
DH10043 .07	-	-	-	-	-	-

Resolution

- **Only** troubleshoot Fault Codes 3838 and 6637 if active.
- Do **not** troubleshoot Fault Code 3838 or 6637 if inactive or multiple inactive counts.

Customer Communication

An ECM calibration fix will be available fourth quarter 2017. Fault codes will **not** illuminate a check engine, stop engine, or malfunction indicator lamp until issue has been resolved.

Publications Affected

Table 2, Publications Affected					
Manual Type	Engine	Bulletin Number	Procedure Title	Procedure	Section
Fault Code Troubleshooting	ISX12 G CM2180 EJ	4310680	Estimated Engine Parasitic Losses - Percent Torque - Abnormal Update Rate	FC3838	TF

Table 2, Publications Affected					
Manual Type	Engine	Bulletin Number	Procedure Title	Procedure	Section
			Estimated Engine Parasitic Losses - Percent Torque Data Erratic, Intermittent Or Incorrect	FC6637	

Document History

Date	Details
2017-6-8	Module Created

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