# Technical Service Bulletin

| Technical Service Bulletin: TSB120309 | Released Date: 09-Jul-2018 |
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| Fault Code 3714 Active with No Other Active Fault Codes | |

# Fault Code 3714 Active with No Other Active Fault Codes

## Core Issue

**Product Affected**

- All electronically controlled engines

Root Cause:

Due to a software issue, Fault Code 3714 may become active after adjusting INSITE™ electronic service tool multiplexing parameters or troubleshooting other active selective catalytic reduction (SCR) related fault codes.

## Confirmation

For some units that have a hardwired (analog) diesel exhaust fluid (DEF) tank level and temperature sensor, Fault Codes 285 and 4572 will become active due to a software parameter defaulted to mulitplexed.  Even if INSITE™ electronic service tool is adjusted correctly to reflect the analog sensors, Fault Code 3714 will become active.

Other units may trigger SCR related Fault Code(s) 1682, 1683, 1713, 2976, 3151, 3238, 3241, 3258, 3261, 3423, 3425, 3558, 3559, 3563, 3567, 3568, 3572, 3574, 3575, 3596, 3748, 4156, 4169, or 4769.  These fault codes will lead to Fault Code 3714 (inducement) within 1 hour and will eventually lead to Fault Code 3712 (severe inducement) if **not** addressed.  Even when those active fault(s) are addressed before Fault Code 3714 becomes active and are cleared, Fault Codes 3714 and 3712 will still become active due to a diagnostic **not** verifying that the fault codes are cleared.

## Resolution

To correct the issue, troubleshoot all active fault codes.  Verify all fault codes, except a possible Fault Code 3714 or 3712, are inactive.  Use INSITE™ 7.6 electronic service tool or higher to calibrate the engine control module (ECM) with the latest calibration from QuickServe™ Online or the April 2013 INCAL Calibration DVD.  Once the ECM has the new software, all fault codes will be cleared.

## 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.

## Document History

| Date | Details |
|------|---------|
| 2012-12-14 | Module Created |
| 2013-2-8 | Information Update |
| 2018-6-13 | Andrew Brooks |

**Last Modified:  09-Jul-2018**