



Technical Service Bulletin

Technical Service Bulletin: TSB120309	Released Date: 04-Feb-2019
Fault Code 3714, 3712, 6255, and 6254 Active with No Other Active Fault Codes	

Fault Code 3714, 3712, 6255, and 6254 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, 3712, 6255, and 6254 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 multiplexed. Even if INSITE™ electronic service tool is adjusted correctly to reflect the analog sensors, Fault Code 3714 or 6255 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 or 6255 (inducement) within 1 hour and will eventually lead to Fault Code 3712 or 6254 (severe inducement) if **not** addressed. Even when those active fault(s) are addressed before Fault Code 3714 or 6254 becomes active and are cleared, Fault Codes 3714 or 6255 and 3712 or 6254 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, 6255, 6254, 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
2018-7-19	Updated metadata to reflect Product Affected section.
2019-1-31	Added 3712, 6255, and 6254 references

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