



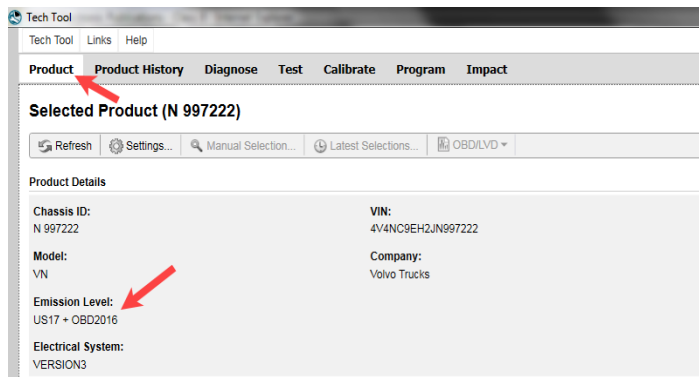
Intermittent Occurrences Of Very Brief Loss Of Power, Engine Stumble Or Hiccup Lasting Much Less Than A Second, Most Frequently Between 1500 And 1700 RPM, No Diagnostic Trouble Codes (DTC) Generated - All Common Rail Fuel System Chassis



> Internal Content

Verify the chassis emissions level and ensure that the vehicle is within the applicable range for this solution.

- Details can be found in the Product Details box on the Product tab in PTT as seen below:



Software improvements have been released to address this issue.

1. Check the Main Software (MSW) part number of the Engine Control Module (EMS)

A. If the MSW part number is lower than 23398790

1. Update the EMS software
2. Release the chassis after verifying there are no other issues.

B. If the MSW part number is 23398790 or above

1. DO NOT PERFORM DIAGNOSTICS IF THIS ISSUE IS PRESENT AS DESCRIBED ABOVE WITH NO ACCOMPANYING CODES OR OTHER SYMPTOMS

An eService case is required for all GHG17 vehicles and should be I for a shop visit with repairs involved.

3. The eService case **MUST INCLUDE:**

- a. A complete description of the customer report with all symptoms noted by both the customer report and the technician.
- b. A complete DTC readout from the time of the truck's arrival.
- c. A thorough description of any repair history that could potentially be related to this issue (EGR, turbo, VGT, fuel system, exhaust blockage, etc.)

- "Truck has been in for this previously" with no other details does not provide any information for review.

d. If any diagnostic work was performed prior to the case, all test performed **with numerical values** of the results should be provided.

- "Performed GD", "Checked system", "Okay", "Good" are not acceptable descriptions and values for work performed.

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