



Technical Service Bulletin

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Released Date: 24-Apr-2024

J1939 Data Link Diagnostic Tool Not Available in INSITE™ Electronic Service Tool Version 8.8.0 or Newer When Using Nexiq NEXIQ USB- Link™ II Data Link Adapter Version 2.7.0.3 or Newer.

J1939 Data Link Diagnostic Tool Not Available in INSITE™ Electronic Service Tool Version 8.8.0 or Newer When Using Nexiq NEXIQ USB- Link™ II Data Link Adapter Version 2.7.0.3 or Newer.

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

- B6.7 CM2350 B121B
- B6.7 CM2450 B155B
- L9 CM2350 L116B
- L9 CM2350 L123B
- L9 CM2450 L126B
- X12 CM2350 X119B
- X12 CM2450 X137B
- X15 CM2350 X114B
- X15 CM2350 X116B
- X15 CM2450 X124B
- X15 CM2450 X134B
- X15 CM2450 X142B
- X15 CM2450 X146B

Issue Summary

Symptom:

- The J1939 Data Link Diagnostic Tool is **not** available.

Root Cause:

- INLINE™ 7 drivers are required to use the J1939 Data Link Diagnostic tool with the NEXIQ USB-Link™ II Data Link Adapter.

Verification

The J1939 Data Link Diagnostic Tool, also known as CAN Bus Diagnostics Tool under the Tools tab in INSITE™ Electronic Service Tool is greyed out.

Resolution

- Download and install the INLINE™ 7 drivers version 2.8.0.7 or newer. Reference the link below:

Note : <https://www.cummins.com/support/digital-products-and-services-support/inline-support> (<https://www.cummins.com/support/digital-products-and-services-support/inline-support>)

- If the J1939 Data Link Diagnostics Tool is still greyed out, manually install the application by using the following directory.
- C:\Program Files (x86)\Cummins\INLINE 7\ Setup_Cummins_CAN_Bus_Diagnostics.exe

Document History

Date	Details
2023-10-19	Module Created
2024-4-22	Added X15 CM2450 X142B and X15 CM2450 X146B.

Last Modified: 24-Apr-2024
