

SB-10054771-6691

Service Bulletin

11-13

Section

Engine

Description

Model 320 Ammonia Sensor Communication Fault (3911)

Release Date

1/31/2014

Introduction

Certain Model 320 with EPA 2010 compliant Cummins engines may display an active engine fault code 3911 "Ammonia Sensor Communication". This informational bulletin provides a repair strategy if the customer has this fault code and diagnosis does not find any faulty equipment.

Warranty

This bulletin is for repair information only. Standard warranty applies.

Parts

The following parts may be obtained from PACCAR Parts.

Part Number	Qty	Description
12065686	1	Connector
9-1393305-6	1	Relay
n/a	Varies	16 gauge, GXL insulated wire

1/29/2014– Parts inventory at PACCAR Parts may be limited. Dealer may use aftermarket equivalents to the PACCAR Parts listed above. This bulletin will be updated when parts are available for stocking orders.

Labor

A vehicle repaired according to these procedures under standard warranty should not exceed 1 hour.

Procedure

Please perform these [procedures](#) if a Model 320 has fault code 3911 active on the engine computer and any and all related issues have been resolved.

Attachments

[Procedure](#)

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