

Technical Service Bulletin Number
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TSB170035



Technical Service Bulletin

Subject

Engine Control Module (ECM) Calibration Download Issues Using INSITE™ Electronic Service Tool 8.2.0

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

- INSITE™ electronic service tool 8.2.0

Issue

Symptom:

- Erroneous values in logs and Features and Parameters.
- Incorrect values that engine control module (ECM) uses. These are **not** visible or adjustable in INSITE™, so presence of problem is **not** always apparent.

Root Cause:

- When performing an ECM calibration download with INSITE™ electronic service tool 8.2.0, ECM may **not** receive all values correctly and incorrect data can be written.

Verification

- Because ECM calibration issue may or may **not** manifest itself in a visible way in INSITE™ electronic service tool, verification of issue is **not** possible.

Resolution

- Do **not** use INSITE™ electronic service tool 8.2.0 to perform ECM calibration downloads.
- INSITE™ electronic service tool 8.1.4 **must** be used for ECM calibrations until a resolution is found. Reference link below.

NOTE: https://INSITE.Cummins.com/insiteweb/8_1_4_Reinstall.zip

- Reverting to 8.1.4 requires administrator rights to the PC. Call the INSITE™ helpdesk (1-800-CUMMINS, Option 2, Option 3) if assistance is needed in reverting to INSITE™ electronic service tool 8.1.4. The 8_1_4_Reinstall.zip package **must** be downloaded before calling INSITE helpdesk.
- If INSITE™ electronic service tool is installed on a non-Cummins issued PC, additional support from the PC owner or IT group that manages the PC may be required to obtain administrator rights so that Cummins Inc. support personnel can assist remotely.
- Reverting to INSISTE 8.1.4 requires a substantial amount of time. Reversion to INSISTE 8.1.4 is **not** recommended for all computers at a service location. **Only** a minimum number of computers are to be reverted to INSISTE 8.1.4.
- INSITE™ electronic service tool 8.2.0 and can be used for all troubleshooting and diagnostics.
- A fix will be released with production version of INSITE™ electronic service tool 8.2.1 on 5 April 2017.

Document History

Date	Details
2017-3-20	Module Created

Last Modified: 20-Mar-2017

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