

Technical Service Bulletin Number

TSB170003

**Technical Service Bulletin****Subject**

Fault Codes 1867 and 2962 Caused by Water Intrusion

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**

- ISX CM871
- X15 CM2350 X114B
- X15 CM2350 X116B

Issue

Symptom:

- Fault Codes 1867 and 2962

Root Cause:

- Water intrusion caused by exhaust gas recirculation (EGR) temperature sensor water jacket distortion. EGR temperature sensor wires on select chassis were overstretched during EGR temperature sensor installation and wiring harness routing.

Verification

- Verify Fault Code 1867 or 2962 is active.
- Inspect EGR temperature sensor at water jacket for strained wires and distortion. See Figures 2 and 3 below for examples of a normal and distorted EGR temperature sensor water jacket.

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Figure 1, Incorrect Routing of EGR Temperature Sensor Wiring.

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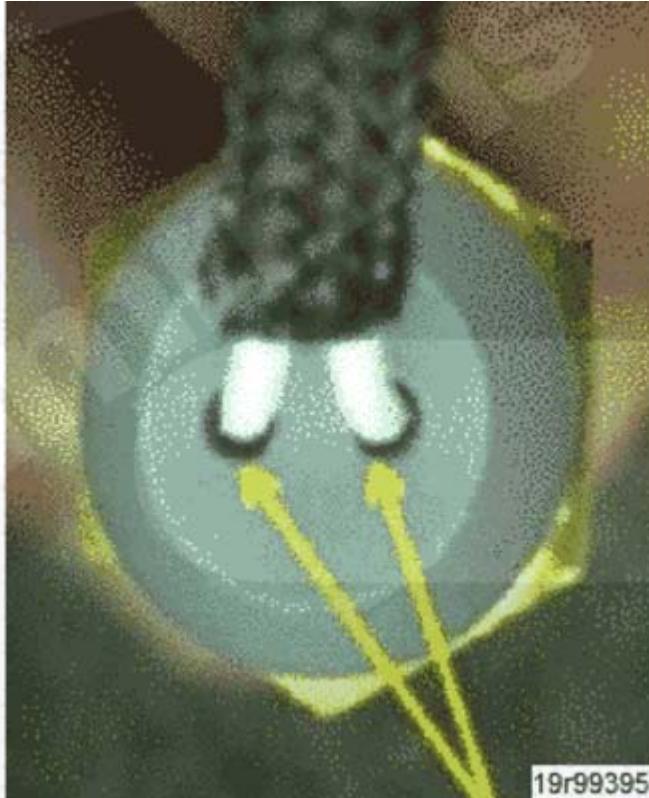


Figure 2, Normal EGR Temperature Sensor Water Jacket.

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Figure 3, Distorted EGR Temperature Sensor Water Jacket.

Resolution

- If EGR temperature sensor water jacket is distorted, replace EGR temperature sensor and route the wiring harness per the Service Instructions section below.

Service Instructions

- Route new EGR temperature sensor wiring below wiring harness convolute, securing EGR temperature sensor wiring using **only** one ziptie as shown in Figure 4 below.
- Secure EGR temperature sensor wiring so wire leads going into EGR temperatures sensor are near vertical. See Figure 4 below.
- **Do not:**
 - Twist EGR temperature sensor wires during installation.
 - Pinch or crush EGR temperature sensor wiring or wiring harness convolute by over-tightening zip-tie.



Figure 4, Correct Routing of EGR Temperature Sensor Wiring.

Production Status

Table 2, Production Information		
ESN First	Build Date ¹	Plant
79956491	16 December 2016	Jamestown Engine Plant
¹ Engine build date can be found on the engine dataplate.		

Publications Affected

Table 3, Publications Affected					
Manual Type	Engine	Bulletin Number	Procedure Title	Procedure	Section
Electronic Control System Troubleshooting and Repair Manual	ISX CM871	3666239	EGR Temperature Sensor	Refer to Procedure 019-378	19
Service Manual		5411186		Refer to Procedure 019-378	
Service Manual		5411181		Refer to Procedure 019-378	

Document History

Date	Details
2017-1-9	Module Created

Last Modified: 10-Jan-2017

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