



Technical Service Bulletin

Technical Service Bulletin: TSB190043	Released Date: 09-Apr-2019
Guidanz™ Mobile App Connection Error	

Guidanz™ Mobile App Connection Error

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

- All electronically controlled engine products released after 2007

Issue

Symptom:

Guidanz™ mobile app error “MODULE COMMUNICATION PROBLEM” appears while attempting Bluetooth connection to an INLINE™ 7 datalink adapter while USB cable from INLINE™ 7 datalink adapter is physically connected to a computer. See Figure 1 below.

Verification

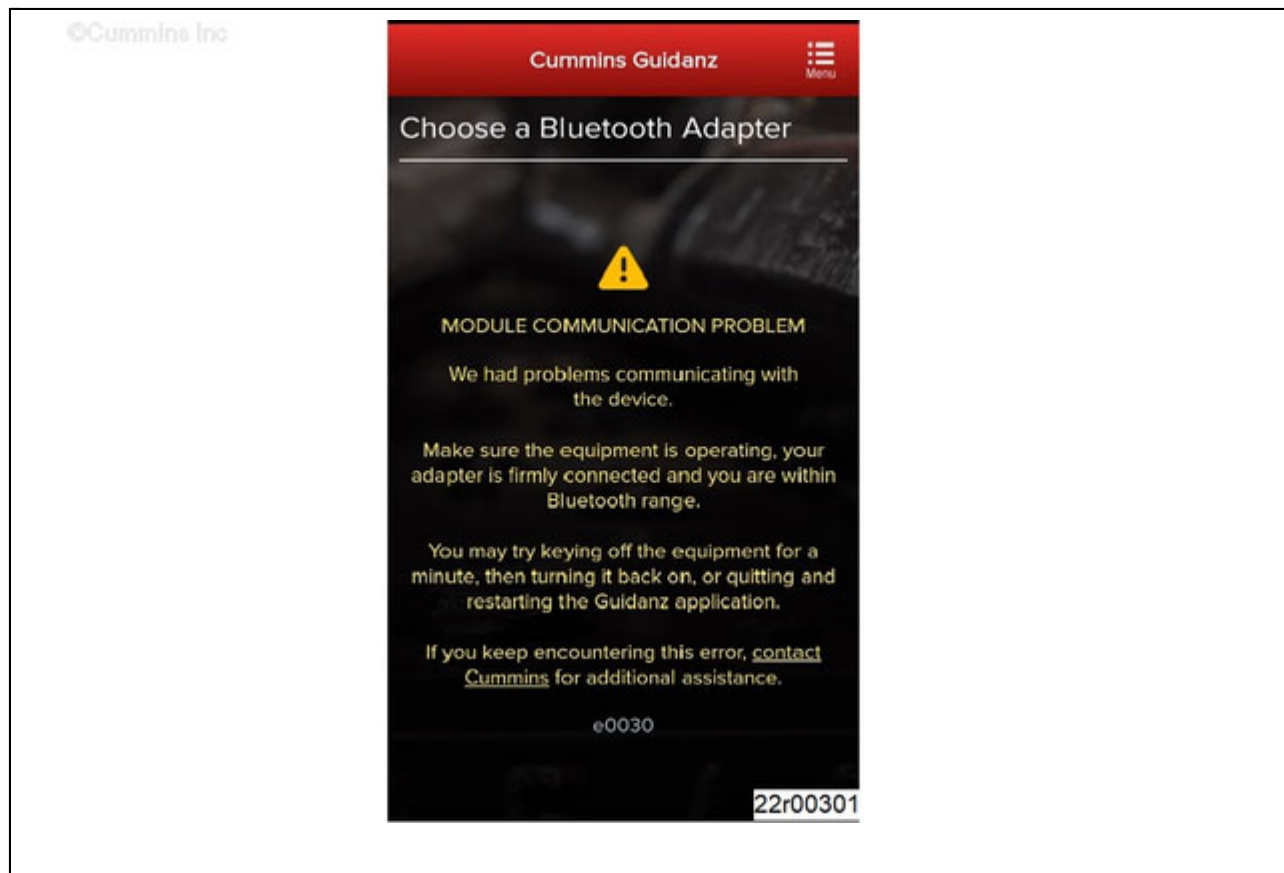
- INLINE™ 7 datalink adapter is connected to unit and is also physically connected to computer using USB cable

AND

- Guidanz™ mobile app Bluetooth connection is attempted to INLINE™ 7

AND

- Guidanz™ mobile app error “MODULE COMMUNICATION PROBLEM” appears



Resolution

Physically disconnect the USB cable running from the computer to the INLINE™ 7 datalink adapter when attempting Bluetooth connection with the Guidanz™ mobile app.

Document History

Date	Details
2019-3-19	Module Created

Last Modified: 09-Apr-2019
