



Technical Service Bulletin

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Connectivity Issues with INLINE™ 6 Datalink Adapter and Windows® 10 Version 1809	

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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

Products Affected

- All electronically controlled engine products

Issue

Using a Windows® 10 Version 1809 operating system, when trying to connect INSITE™ electronic service tool using an INLINE™ 6 datalink adapter, intermittent connectivity issues can be observed.

Verification

To locate Windows® 10 Operating System build:

1. Press the Windows® Key and R key simultaneously to open Run dialog, then type winver and select OK. See Figure 1 below.

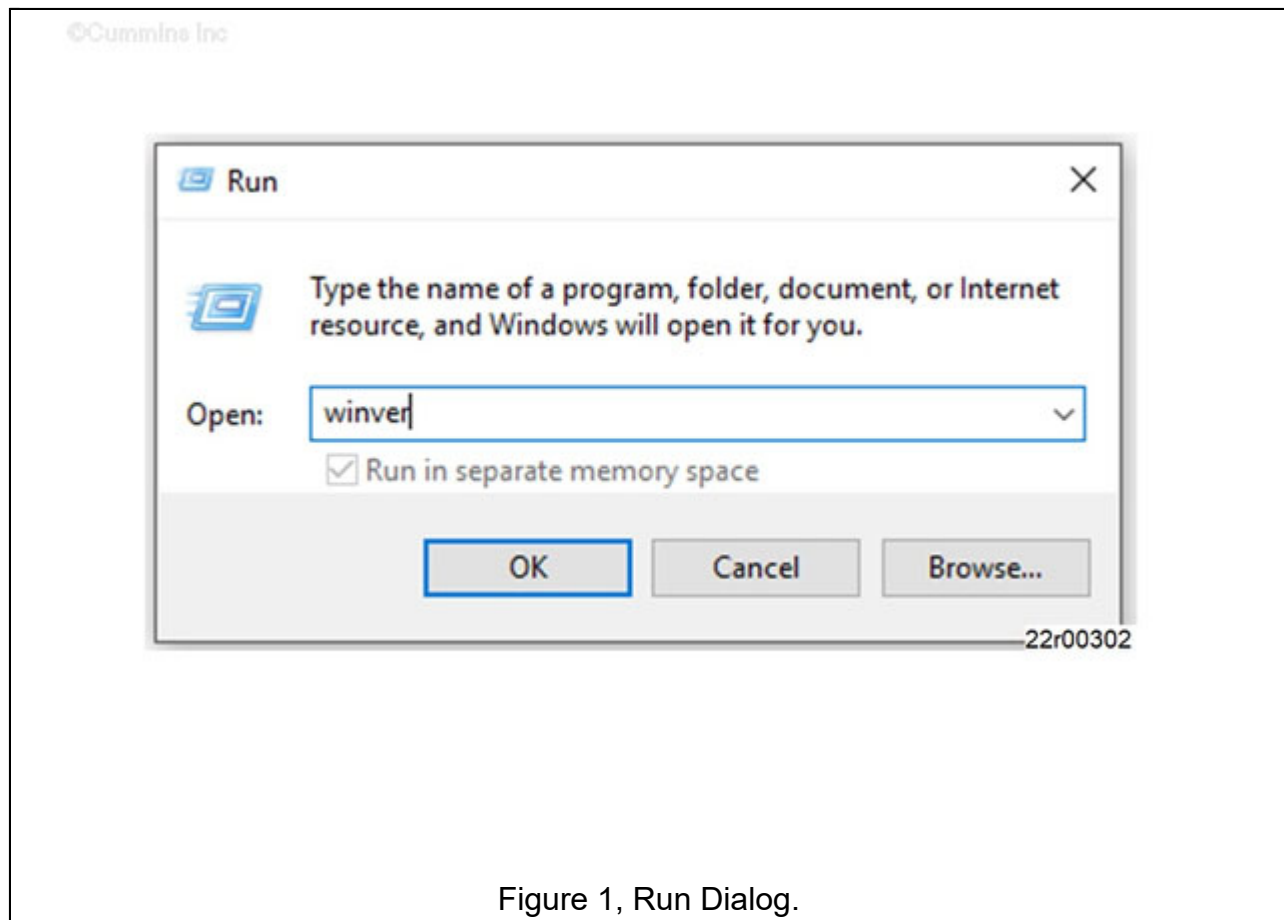


Figure 1, Run Dialog.

2. About Windows® dialog box will appear and provide the Windows® version and build details. See Figure 2 below.

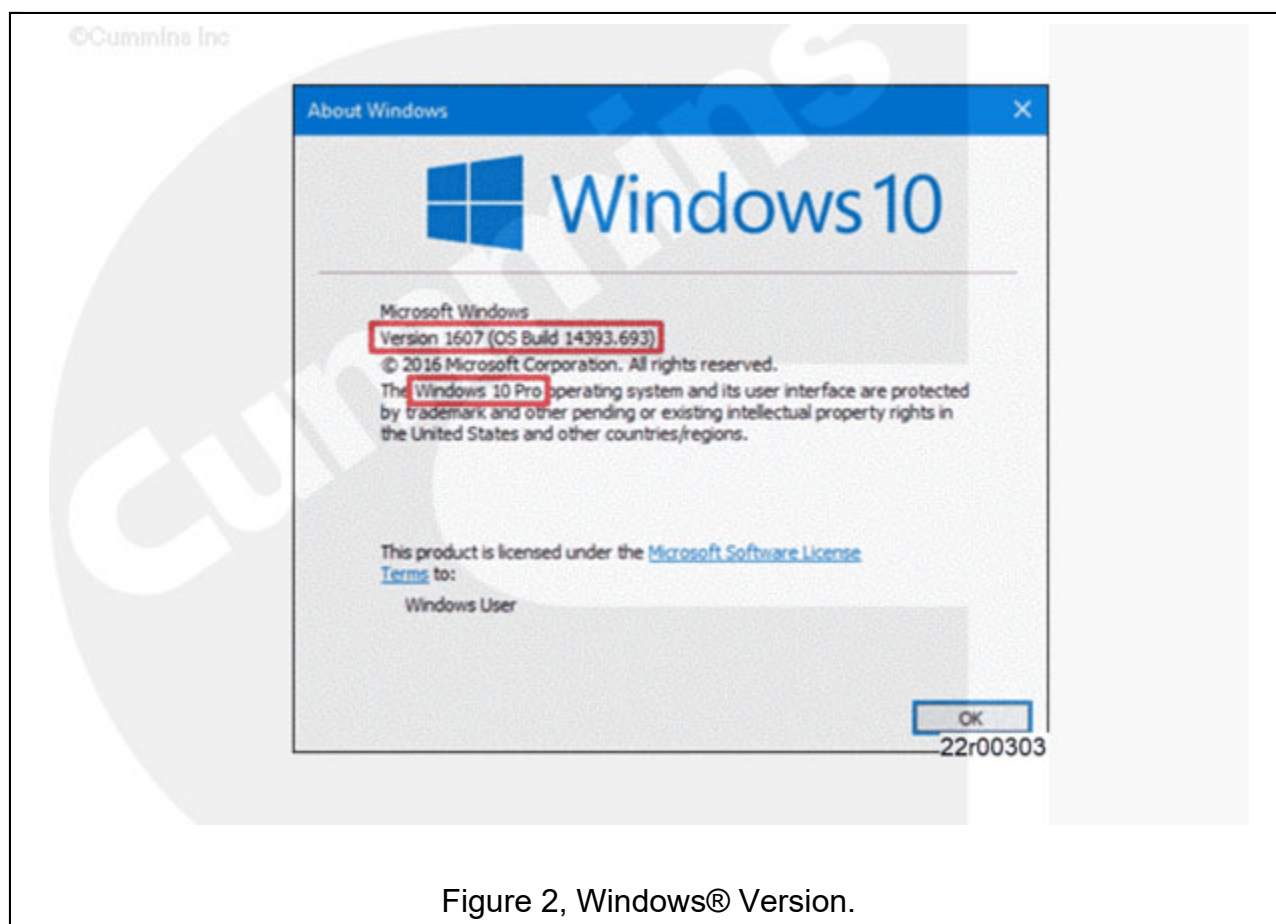


Figure 2, Windows® Version.

Resolution

Use INSITE™ electronic service tool with INLINE™ 6 connecting through 9-pin serial port, or use another datalink adapter, such as an INLINE™ 7.

To avoid any disruptions or download failures, use a computer with a different operating system and/or different version number and/or different datalink adapter for any engine control module (ECM) calibration code downloads.

Document History

Date	Details
2019-3-19	Module Created

Last Modified: 08-Apr-2019
