

DIAG. LINK ISSUE



[Matt Brill](#) 15 posts since Nov 20, 2014

DIAG. LINK ISSUE Sep 30, 2020 11:21 AM

Has anyone else had issues with the new DIAG LINK. 8.12 disconnecting randomly? This is especially frustrating during the Field Service Campaign D20M8-A when Diag. Link closes itself out halfway through reprogramming one of the Powertrain modules and they only give you .7 to update the modules and it takes 10-15min. to get Diag. link to reconnect. I've had people tell me it's your internet and/or your laptop. It's done this on 3 different laptops and the internet hasn't changed. The only way to get Diag. link to reconnect is to restart the laptop and shut the truck's master power off for a couple of minutes. Yesterday Diag. Link closed itself out during a trans./clutch relearn routine and of course the trans. was stuck in gear. After closing out diag. link and shutting the master power off for 10min. was able to get the trans. out of gear and get the routine to pass. Is there a fix out there for this?



[Eric Bloom](#) 79 posts since Nov 10, 2014

Re: DIAG. LINK ISSUE Sep 30, 2020 12:57 PM

MATT LOOK AT THE OTHER THREAD ABOUT THIS , THE DIAGNOSTIC TEAM WANTS PEOPLE TO USE THIS WHEN YOU HAVE A PROBLEM

when this happens through DiagnosticLink under Help / Feedback menu? That feedback will go directly to the DiagnosticLink tool developers.



[Matt Brill](#) 15 posts since Nov 20, 2014

Re: DIAG. LINK ISSUE Sep 30, 2020 2:53 PM

Thanks, I just them a message.



[Matt Brill](#) 15 posts since Nov 20, 2014

Re: DIAG. LINK ISSUE Oct 5, 2020 1:31 PM

I got this e-mail from Diag. Link support, just in case anyone lese is having the same issue:
We've received several emails on this *or similar complaints*, but it didn't seem to be with any specific version of DiagnosticLink. Version 8.12 was released back in June, SP1 in July, and SP2 (most recent) early September.

SW Version	Release Date
8.12 SP2	9/10/20
8.12 SP1	7/28/20

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8.12

6/20/20

Issue:

We've confirmed an issue with the Nexiq device drivers (v2.7.0.3 and v2.7.0.4) where a dead lock issue will occur. To reverse this 'dead lock' issue, users are disconnecting the device and restarting, which works for a moment, but is not a fix.

Recommendation:

Confirm what Nexiq device driver version you have installed. To confirm, open Apps & Features and click on Nexiq USB-Link 2 (e.g. I'm running version 2.6.0.27 and have not experienced this issue). If running version 2.7.0.3 or 2.7.0.4, disconnect the USB-Link 2 from the computer and uninstall the Nexiq USB-Link 2 drivers. Below is a download link to Nexiq USB-Link 2 driver version 2.6.0.6. Install it, and test. Let us know if the problem follows. It's important that Nexiq is made aware that this is an issue (even if the problem does follow with the drivers below).

https://dtnacontent-dtna.prd.freightliner.com/content/dam/public/DDCSN/executables/Nexiq_USBLink2_Drvs/USB-Link2_2.6.0.6.exe