



No.: 20TS-09
November 2020

TO: Service Locations

FROM: Service Systems Development

SUBJECT: **SPN 3711 FMI 31 on GHG17 DD15 Trucks**

ISSUE

In colder weather, there may be an increase in the frequency of fault 3711/31 due to a calibration issue in the MCM software on GHG17 DD15 engines. New software is scheduled for release in the first quarter of 2021 to address this issue.

This fault can only occur during parked regenerations and usually only occurs while in-shop, during parked regenerations performed to validate other repairs.

REQUIRED ACTION

Make sure all vehicle accessories (such as HVAC, PTO, etc) are disabled prior to attempting a validation parked regeneration as noted in the troubleshooting.

Troubleshooting for the 3711/31 fault should be completed to verify there is not an actual component issue causing low DOC inlet temperature such as a drifted DOC inlet temperature sensor or a sticking front Jake solenoid.

A test calibration has been developed for **in-shop only use** that allows the validation to be completed and requires the shop to program the MCM twice (once for the test calibration and once to return to the original calibration). The test calibration limits vehicle speed to 5 mph, which is required by regulatory guidelines, thus the unit cannot be released to customers without the second programming event. This will require the shop to contact the CSC if this issue is experienced in the interim, until the regulatory authorities approve the final calibration release.

CLAIM INFORMATION

PPF: SOFTWARE

Component code: 044-003-286 SOFTWARE-MOTOR CONTROL MODULE

CONTACT INFORMATION

Please contact the Detroit® Customer Support Center at 800-445-1980 or email csc@daimler.com if you have any questions.