

UPS FCCC MT Fuel Gauge Inoperative – SPN 96 FMI 3

Affected Vehicles

UPS M/T FCCC vehicles equipped with Hexagon Agility® compressed natural gas (CNG) fuel systems.

Job Numbers: 20-64 P80; 20-59 P100; 20-57 P120

Introduction

Agility Fuel Solutions LLC, a subsidiary of Hexagon Agility Inc. (Hexagon Agility®), has identified a condition which may result in a non-operational original equipment manufacturer (OEM) fuel gauge on certain Hexagon Agility® compressed natural gas (CNG) fuel systems.

Issue Description

1. Check engine light (CEL) is illuminated, AND
2. Fuel gauge has ceased functioning, AND
3. Fault code SPN 96 FMI 3 is present when the appropriate scan tool is connected.

If all three of the above conditions exist, the fuel gauge issue is less likely to be a failure with any component or parts.

Instead, such conditions can signify the communication between the vehicle and the Hexagon Agility® Electronic Control Module (ECM) has concluded. The most likely cause results from vehicle ignition being left in the **ON** position while the driver does not engage the starter within approximately 40 seconds.

Hexagon Agility® has determined that this condition is not a technical issue that necessitates diagnostics or repair of the electrical system.

Corrective Actions

1. Clear SPN 96 FMI 3 code can with the appropriate scan tool.
2. Instruct operators not to delay between switching ignition **ON** and engaging the starter.
3. If SPN 96 FMI 3 code returns AND the freeze frame data from the service tool indicates that the code was set while the vehicle was running, please contact Hexagon Agility® for diagnostic support of the system.

Projected Product Update

Hexagon Agility® is developing a calibration update to eliminate such instances from setting the code.

Warranty Information

This procedure is not covered under warranty.

Hexagon Agility® Customer Care and Technical Services

Fuel system warranty or non-warranty product support may be obtained by calling or emailing Hexagon Agility® Customer Care and Technical Services (CCTS). Please provide **your name, phone number, email address, and complete vehicle information: VIN, year, make, model, mileage, unit number vehicle owner, and current vehicle location**. A service advisor will contact you to arrange vehicle repair or ship a part.

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