Technical Service Bulletin

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Overheating Caused by NPBU Diagnostics(TM): Fault Codes 77, 54, 102	

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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

Product Affected

- BES CM0904 EV104B

Issue Summary

Symptom:

- When the NPBU Diagnostics™ electronic service tool is connected to the unit while driving, the system can overheat.

Root Cause:

- NPBU Diagnostics™ prevents the system control module from controlling the thermal management system which can lead to elevated coolant temperatures.

Verification

- All existing versions of NPBU Diagnostics™ can result in the system overheating if the NPBU Diagnostics™ electronic service tool is connected while driving.
- Version number is found in the bottom right of the NPBU Diagnostics™ window. See Figure 1.

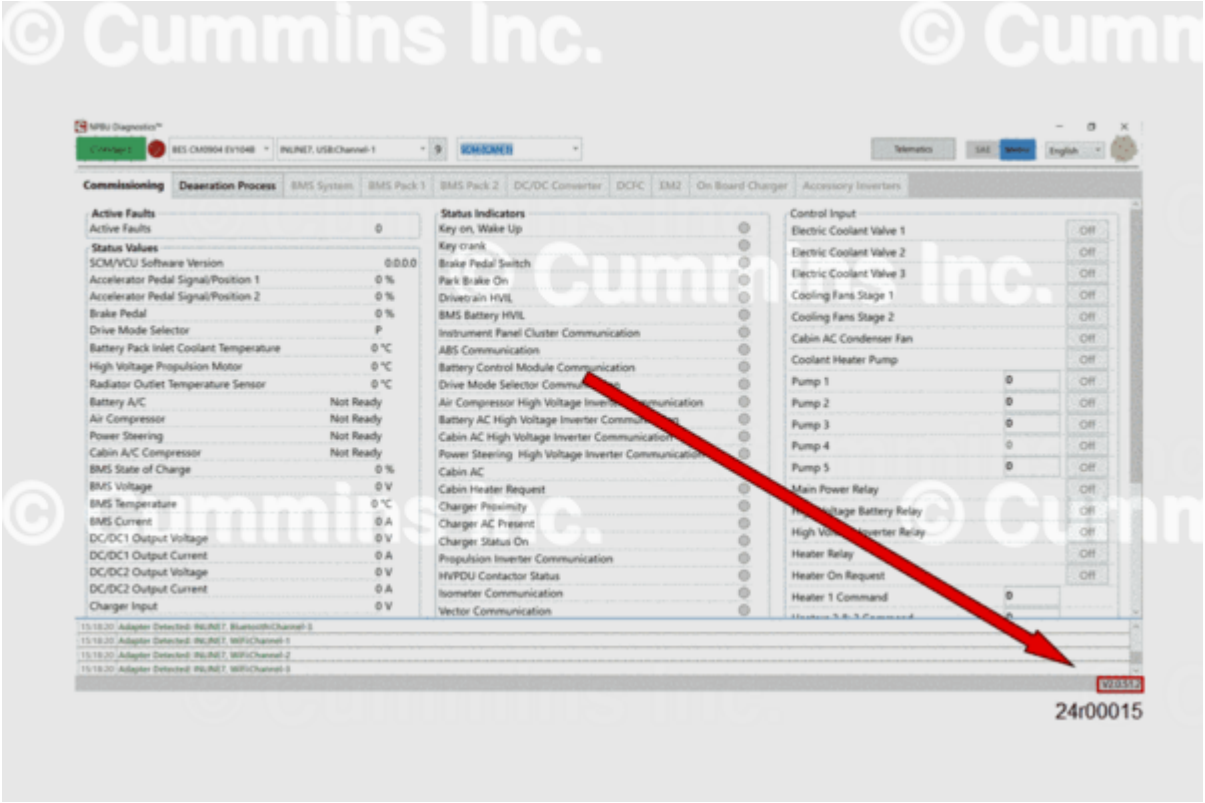


Figure 1, Location of Version Number in NPBU Diagnostics™ Electronic Service Tool.

Resolution

- Do **not** have NPBU Diagnostics™ connected to unit while driving.
- The resolution for this issue is in progress to be implemented in a future version of NPBU Diagnostics™

Document History

Date	Details
2022-8-25	Module Created

Last Modified: 26-Aug-2022

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