New Online Feature - Fault Code Analyzer

A new Cummins tool called the Fault Code Analyzer can help in situations where an engine has multiple fault codes. This tool efficiently points technicians to the root cause of failure by quickly displaying the sequence of fault codes to troubleshoot, along with which fault codes are related to each other.

This new feature is available through both EDS and QuickServe® Online (QSOL). To access through EDS, click the link in EDS next to the Free Text Search field. For EDS users, even though the link is available to direct the user to the Fault Code Analyzer in Quickserve, the technician currently has to re-enter the ESN when the Fault Code Analyzer window is displayed.

The user can also access the application via QSOL by typing the engine serial number into the "Content for Engine Serial Number (ESN)" field on QSOL, selecting the Service tab and then on the Fault Code Search mini tab.

Once at the Fault Code Analyzer screen, the user needs to enter all active fault codes and any inactive fault codes with two or more counts that have been logged in the last 25 engine hours. Once the fault code is entered, Fault Code Analyzer Tool will display the fault code description. After the user enters all of the fault codes, then the user should click on the Analyze button.   Fault Code Analyzer Tool will display the Primary Fault Codes and any Related Fault Codes. The user should then troubleshoot each Primary Fault Code one at a time. If the user wishes to reset the Fault Code Analyzer Tool search, click on the Start Over button.

The next time you are troubleshooting an engine with multiple fault codes, take advantage of the Fault Code Analyzer. Doing so can reduce troubleshooting time, accurately identify the cause of failure, and get the customer back on the road quickly.