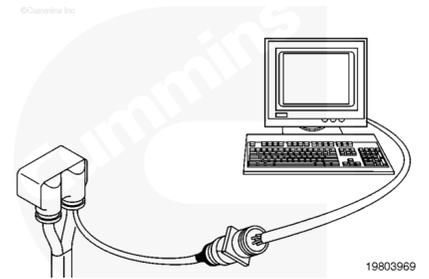# General Information

This procedure was developed due to the increasing number of parameters and features offered which can affect vehicle performance. Use the following table to troubleshoot performance complaints by locating the appropriate symptom in the left column. Then follow the probable cause and corrective action in the adjacent columns.

Consult the appropriate electronic service tool manual to adjust the parameters or features.

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Adjust

Programmable Feature/Parameters Not Correct		
Symptom	**Probable Cause**	**Correction**
Exceeding road speed governor set speed down hills	Cruise control or road speed governor lower droop is set too high.	Change the cruise control or road speed governor lower droop to a lower value. If the problem continues, change the cruise control engine brake activation to lower value.
Poor acceleration up hills	Cruise control and/or road speed governor upper droop is set too high.	Change the cruise control or road speed governor upper droop to a lower value.
Cruise control turns on automatically	Cruise control auto-resume feature is enabled.	Turn off the cruise control auto-resume feature.
Exhaust brakes turn on automatically	Cruise control auto engine brake feature is enabled or exhaust brake switch has failed close.	Turn off the cruise control auto engine brake feature or repair the switch.
Unable to obtain maximum vehicle speed	Gear-down protection feature is enabled.	Turn off or adjust the gear-down protection parameters.

Programmable Feature/Parameters Not Correct		
Symptom	**Probable Cause**	**Correction**
Poor clutch engagement	The low idle speed is set too low for the application.	Increase the low-idle speed using the idle adjust switch. Refer to Procedure 019-052 (/qs3/pubsys2/xml/en/procedures/99/99-019-052.html). Increase the low-idle speed parameter.
Speedometer on the dashboard is **not** correct or vehicle exceeding road speed governor set speed	Vehicle speed parameters **not** correct.	Make sure the following are correct: tire size, rear axle ratio, vehicle speed sensor type, and gear teeth per revolution.
Trip information mileage readings are **not** correct	The tire size parameter was changed without resetting the trip information system.	Set the trip information system again whenever the tire size parameter is changed.
Can **not** obtain maximum vehicle speed with semiautomatic transmission	The gear-down protection parameters are **not** correct.	Change the top gear ratio parameter to be equal to the first gear-down ratio, **not** the top gear ratio. For example, on a transmission with a 0.75, 0.87, and 1.0 ratio set, the top gear ratio parameter **must** be set to 0.87.
Engine won't start	Antitheft password active.	Enter antitheft personal identification number (PIN) using RoadRelay™ or delete password with Zap-It.
Low power in lower gears or top gear	Power train protection parameters set too low.	Change power train protection torque limits to match torque capability of the vehicle's transmission.
Semiautomatic transmission will **not** shift into top gear	Top gear ratio setting does **not** match top gear of transmission.	Using INSITE™ electronic service tool, set the proper top gear ratio.
	Centinel™ feature has been turned on but vehicle has a Spicer Top 2™ transmission.	Turn off the Centinel™ feature and turn on the Top 2 feature using INSITE™ electronic service tool.

Programmable Feature/Parameters Not Correct		
Symptom	**Probable Cause**	**Correction**
Engine recently started overheating because the fan will **not** turn on	Fan control feature is **not** set properly.	Verify all fan control feature parameters are properly set for the vehicle.
Fan will **not** turn off	Fan control feature is **not** set properly.	Verify all fan control feature parameters are properly set for the vehicle.
Fan control switch will **not** turn on the fan	Fan control 1 accessory switch control is turned off.	Turn on fan control 1 accessory switch control using INSITE™ electronic service tool.
Unable to obtain maximum vehicle speed	Cruise control maximum vehicle speed or accelerator maximum vehicle speed **not** set high enough.	Verify or change settings using INSITE™ electronic service tool.
	Driver reward system is penalizing the driver with reduced top vehicle speed or cruise control maximum speed for poor fuel economy or extended idle time.	Explain feature to the driver or change parameter settings to more appropriate values.
Accelerator pedal has no effect on engine speed	Vehicle is in PTO mode and PTO accelerator override is turned on in the ECM.	Turn off PTO accelerator override using INSITE™ electronic service tool.
	Vehicle has a multiplexed throttle pedal and the multiplexing feature has been turned off.	Verify that the throttle pedal is multiplexed. Turn on the multiplexing feature for the throttle pedal using INSITE™ electronic service tool.
Remote accelerator control has no effect on engine speed	Remote accelerator feature has been turned off.	Turn on the remote accelerator feature using INSITE™ electronic service tool.
	Vehicle has a multiplexed remote accelerator control and the multiplexing feature has been turned off.	Verify that the remote accelerator control is multiplexed. Turn on the multiplexing feature for the remote throttle control using INSITE™ electronic service tool.

Programmable Feature/Parameters Not Correct		
Symptom	**Probable Cause**	**Correction**
Lamps do **not** operate	5 A or 15 A Power fuse in engine harness blown.	Check fuses and verify the ECM is getting power on the keyswitch wire.
	Vehicle has multiplexed lamps and the multiplexing feature has been turned off.	Verify that the lamps are multiplexed. Turn on the multiplexing feature for the lamps using INSITE™ electronic service tool.
Engine brakes do **not** operate	Vehicle has multiplexed engine brake switches and the multiplexing feature has been turned off.	Verify that the engine brake switches are multiplexed. Turn on the multiplexing feature for the engine brake switches using INSITE™ electronic service tool.
Engine will **not** respond to one or all of the operator's switch(es)	Vehicle has multiplexed switches and the multiplexing feature has been turned off.	Verify that the switches are multiplexed. Turn on the multiplexing feature for the switches using INSITE™ electronic service tool.

Last Modified: 30-May-2008