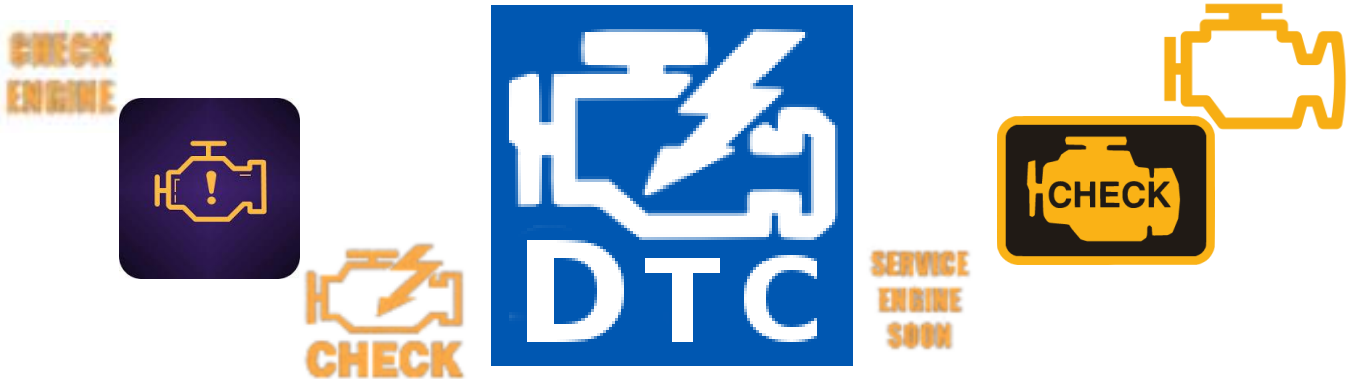




Be Cautious When Erasing Active or Stored DTC's Service Update #24-1127



After Calling for Service.....PLEASE DO NOT ERASE DTC's!!!

Diagnostics Trouble Codes are not only the gateway to resolving issues with your electronic engines, but they are also what is used for warranty reimbursement from various manufacturers!

Many operators now have computers and programming to diagnose and repair units which is a very good idea.

When utilizing these tools, customer's techs are often times automatically erasing all of the active and stored codes without documenting the code number, which in many cases may not be an issue, but if all the codes are cleared without researching and cannot be replicated it makes it difficult to repair.

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The other issue which we are finding is that when the active and stored codes are erased, and we are brought in to repair through warranty, there is not sufficient information to submit a claim.

Many manufacturers are now requiring that an image of the ECM be downloaded and sent with a warranty claim so it can be reviewed. As part of that review, they are looking for BOTH active and stored DTC's and to pay warranty claims they are requiring an active code be present or there be some sort of record of inactive codes such as 2 inactive codes shown in a 25-hour period and again these requirements may vary by the manufacturer.

We ask that techs looking at issues on units where DTC's are present be made aware that they should be cautious when clearing codes, especially stored codes.

Should we not be able to submit a warranty claim, we may need to address reimbursement for our tech's time.

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CONTACT ANY OF OUR SERVICE LOCATIONS WITH QUESTIONS

**Director of Service
Brad Dettman**

bdettman@newyorkbussales.com

Chittenango: 800-962-5768

Brian Lamaitis

blamaitis@newyorkbussales.com

Bob Reith

breith@newyorkbussales.com

Phil Tucker

ptucker@newyorkbussales.com

Albany: 866-867-1100

Ben Reiling

breiling@newyorkbussales.com

Batavia: 800-463-3232

Matt Dargusch

mdargusch@newyorkbussales.com

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