

P3911

Fault code description

EAS-3 actuator ECU - Internal error

Possible cause

1. Faulty or malfunctioning EAS-3 actuator.

Additional information

DEF injection into the SCR system is disabled.

Set condition of fault code

This diagnostic runs continuously when the key switch is in the ON position.

An internal error has been detected in the EAS-3 actuator and has been communicated to the EAS-3 ECU via CAN.

Reset condition of fault code

This fault code will change to inactive immediately after the diagnostic runs and passes.

This fault code cannot be cleared with DAVIE.

To validate the repair, start the engine and let it idle for 1 minute.

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P3911, Diagnostic information

Technical data

["Power supply and earth of EAS-3 actuator \(D375\)"](#)

["CAN connection. EAS-3 actuator \(D375\)"](#)

Location of component(s)

["Location information. EAS-3"](#)

Electrical diagram(s)

Refer to the OEM service manual for more information.

Description of component(s)

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Block diagram

["Block diagram EAS-3"](#)

Step by step troubleshooting



Please perform the troubleshooting steps below by utilising the breakout harness if necessary to check electrical components such as sensors, electrical control units or harnesses. Back probing is not recommended as it could damage the harness. The ignition should always be in the OFF position when connecting or disconnecting electrical components to reduce the likelihood of damage to electrical components.



- Disconnecting the EAS connectors during the troubleshooting process will result in multiple errors.
- For specific electrical component information and pin out locations, always refer to the technical data.
- It is necessary to exit the fault

code menu in DAVIE and run the diagnostic test again to identify a change in errors.

- Remember that the truck's operational or mechanical issues may be the root cause of both active and inactive fault codes. Refer to the 'possible causes' section.

Step by step 1: Check fault codes

Step 1A: Check for fault codes

Troubleshooting steps

1. Turn the key switch ON.
2. Start and idle the engine.
3. Use DAVIE to check for fault codes.

Is fault code P3911 active?

- **Yes** – A faulty or malfunctioning EAS-3 actuator has been detected. Contact the Engine Support Center for further instruction on replacement of the EAS-3 actuator. Proceed to step 2A
- **No** – Proceed to step 2A

Step by step 2: Clear the fault code

Step 2A: Disable the fault code

Troubleshooting steps

1. Connect all components.
2. Operate the system within the 'reset condition of the fault code' found in the fault code information.
3. Use DAVIE to verify if the fault codes are inactive.

Is fault code P3911 inactive?

- **Yes** – Proceed to step 2B
- **No** – Return to the troubleshooting steps.

Proceed to step 1A

If all the steps have been completed and checked again, contact the Engine Support Center for further instruction on replacement of the EAS-3 actuator.

Step 2B: Clear the inactive fault codes

Troubleshooting steps

1. Connect all components.
2. Turn the key switch ON.
3. Use DAVIE to clear the inactive fault codes.

Have all the fault codes been cleared?

- Yes – Repair complete
- No – Troubleshoot any remaining active fault codes

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