

## P3966

### Fault code description

Diesel oxidation catalyst (DOC) - Blocked

### Possible cause

1. Excessive amount of engine oil or fuel blocking the front face of the DOC.

### Additional information

Active DPF regeneration will be disabled.

### Set condition of fault code

This diagnostic runs continuously when the engine is running and an active DPF regeneration is occurring.

The EAS-3 ECU detects that the front face of the DOC is blocked with soot.

### Reset condition of fault code

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

### Technical data

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## P3966, Diagnostic information

### Location of component(s)

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

### Electrical diagram(s)

Refer to the OEM service manual for more information.

### Description of component(s)

["DPF unit"](#)

### Block diagram

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

### Step by step troubleshooting



Please perform the troubleshooting steps below by utilizing 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. Check for engine related fault codes
3. Use DAVIE to check for fault codes.

#### Are engine related fault codes found?

- **Yes** – Proceed with the engine related fault codes which can cause blockage of the DOC
- **No** – Proceed to step 2A

## Step by step 2: Check the DOC

### Step 2A: Inspect the DOC for soot accumulation

#### Troubleshooting steps

1. Turn the key switch OFF.
2. Remove the DOC
3. Check the inlet of the DOC for soot accumulation

#### Are more than 50 percent of the cells completely blocked?

- **Yes** – Clean the DOC. An engine related failure which causes excessive exhaust smoke could be the cause. Proceed to step 2B
- **No** – An engine related failure which causes excessive exhaust smoke could be the cause. Proceed to step 2B

### Step 2B: Inspect the DOC for cracks

## Troubleshooting steps

1. Turn the key switch OFF.
2. Remove the DOC
3. Check for cracks in the DOC cell walls.

### Are any cracks found in the cell walls?

- **Yes** – Replace the DOC. Proceed to step 3A
- **No** – An engine related failure which causes excessive exhaust smoke could be the cause. Proceed to step 3A

## Step by step 3: Clear the fault code

### Step 3A: 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 P3966 inactive?

- **Yes** – Proceed to step 3B
- **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 instructions.

### Step 3B: 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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