



Technical Service Bulletin

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New Diesel Exhaust Fluid (DEF) Controller Causing Line Heater Fault Codes: 3258, 3261, and 3425

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Warranty Statement

The information in this document has no effect on present warranty coverage or repair practices, nor does it authorize TRP or Campaign actions.

Contents

Product Affected

- ISB6.7 CM2250
- ISC8.3 CM2250
- ISL9 CM2250
- ISX12/ISX11.9 CM2250
- ISX15 CM2250

Issue Summary An issue with the aftertreatment diesel exhaust fluid (DEF) controller is causing line heater fault codes to come active after installation in cold climates. Symptom:

- Line heater fault codes: FC3258, FC3261, and FC3425, are active after the installation of a new DEF controller.

Root Cause:

- Fault codes are caused by a DEF controller issue.

Verification

- DEF controller compatibility issue causes the DEF controller to fail the internal line heater diagnostic test and triggers line heater fault codes when the line heater circuit is activated.
- This issue affects DEF controllers, Part Numbers 5283311 and 5283311RX, built between 5 May 2021 and 15 December 2021.

Part Identification

- The build date code printed on the DEF controller is in YY-MM-DD format.
- Example Date: 21-06-11 is 11 June 2021. See Figure 1.



Figure 1, Example Date on DEF Controller Label.

Resolution

- DEF controllers built outside of the affected time period **must** be utilized.
- Work is in-process to release a fix for the affected DEF controllers built between 5 May 2021 and 15 December 2021, but timing for this fix has **not** been finalized.

Document History

Date	Details
2022-3-4	Module Created

Last Modified: 07-Mar-2022
