



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.
- DEF controllers built within the affected time period with a green dot on the DEF controller label have been recalibrated to address the line heater fault code issue and are good parts. See Figure 2.



Figure 1, Example Date on DEF Controller Label.



Figure 2, DEF Controller Label with Green Dot.

Resolution

- DEF controllers marked with a green dot, or built outside of the affected time period, **must** be utilized.
- Work is in-process to release a service DEF controller calibration 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
2022-5-12	Updated Part Identification section and added Figure 2.

Last Modified: 12-May-2022

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