



Technical Service Bulletin

Technical Service Bulletin: TSB210187

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Fault Codes 3868, 4572 and 4677 Caused by Diesel Exhaust Fluid (DEF) Header Malfunction

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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

- B6.7 CM2350 B121B (Excluding engines built in 2021)
- B6.7 CM2450 B155B
- ISB6.7 CM2350 B101 (Engines built in 2016 **only**)
- ISL9 CM2350 L101 (Engines built in 2016 **only**)
- L9 CM2350 L116B
- L9 CM2350 L123B
- L9 CM2450 L126B
- ISX12 CM2350 X102
- ISX15 CM2350 X101 (Engines built in 2016 **only**)
- X12 CM2350 X119B
- X12 CM2450 X137B
- X15 CM2350 X114B
- X15 CM2350 X116B
- X15 CM2450 X124B
- X15 CM2450 X134B

Note : As supply has recovered and DEF header parts have become more readily available, the TRPs have been discontinued. OEM field action or TRPs will be released in stages as OEMs obtain DEF header parts to start reverting units back. See Table 1 for updated list of OEMs and those OEMs that are actively reverting units back.

Resolution

- OEMs have seen recovery of DEF header part availability and are starting to revert units back. Different field actions will be released based on the OEM. See Table 1 below for more detail. Table 1 will be updated as more OEMs are ready to start revert back process.

Note : The revert back process is considered to be an emissions campaign and should **not** be completed without a campaign released and at no cost to the customer.

- An ECM code lookup tool and complete listing of ECM codes are located at the following link:

Note : https://quickserve.cummins.com/qs3/qsol/service/def_header_ecm_tools.html
(https://quickserve.cummins.com/qs3/qsol/service/def_header_ecm_tools.html)

- The DEF Header calibrations will be obsoleted and superseded back to the original calibration. In INSITE™ electronic service tool the original calibration for an engine will be shown as a Replacement Calibration. A News article has been released to provide instructions on how to use the Replacement Calibration feature in INSITE™ electronic service tool in the link below.

Note :

https://quickserve.cummins.com/qs3/qsol/news/replacement_calibrations_in_insite.html
(https://quickserve.cummins.com/qs3/qsol/news/replacement_calibrations_in_insite.html)

Table 1, DEF Header Revert Back Field Action Status

| OEM | Field Action |
|----------|--------------|
| Navistar | VER 22502 |
| PACCAR | 43-072 |
| DTNA | FL974 |
| Gillig | C2746 |
| Tiffin | C2746 |

Table 2, OEM Instructions to Obtain DEF Header Parts

| OEM | Instructions |
|--------|--|
| Gillig | Contact normal Gillig parts representative, or call (510)-264-5160 for assistance. |

| Table 2, OEM Instructions to Obtain DEF Header Parts | |
|--|--|
| OEM | Instructions |
| Tiffin | The customer should have the new DEF sensor with them when the coach is brought in for this repair. If the customer did not bring a DEF sensor the repair location should contact either of the following contacts at Tiffin and they will have a DEF sensor sent next day air to the requested address. |
| | (256) 356-0261 |
| | Ricky Brown – ext. 2122 |
| | Matthew Irwin – ext. 3862 |
| | Lynne Blaylock – ext. 3860 |
| Table 3, OEM Instructions to Install DEF Header Parts | |
| OEM | Instructions |
| Gillig | If installation instructions are needed, contact Gillig at (510)-264-5160 for assistance. |
| Tiffin | Allegro Bus models will require removal of the radiator grill assembly to access the DEF tank. Once the grill is removed there will be strap that is holding the tank in place. Remove the strap and slide the tank outward to access the DEF sensor. |
| | Zephyr, Phaeton, Breeze tanks have a pan that the tank sits in. The tanks can be lowered to access the DEF sensor by placing a jack under the bottom of the pan and then removing the bolts holding the pan in place. |
| Table 4, OEM Acceptable Installation Time for DEF Header Installation | |
| OEM | Time Allowed |
| Gillig | Not to exceed 3 hours |
| Tiffin | Allegro Bus 3.5 hours |
| | Zephyr 3.0 hours |
| | Phaeton 3.0 hours |
| | Breeze 3.0 hours |
| | |

Document History

| Date | Details |
|------------|---|
| 2021-8-26 | Module Created |
| 2021-9-16 | Updated Resolution section and updated Table 4 and Table 6. |
| 2021-9-17 | Added B6.7 CM2350 B121B, deleted Tables 2, 3, 4, 5, 6, 7, and 8, and added link to PDF that includes all ECM calibration codes. |
| 2021-9-19 | Added mention of Tiffin in Resolution section. |
| 2021-9-23 | Added reference to TRP2488 and TRP2490. Added Note in issue section. |
| 2021-9-27 | Added mention of Oshkosh in Resolution section. |
| 2021-9-28 | Added mention of Stuphen in Resolution section. |
| 2021-9-30 | Fixed typo. |
| 2021-10-18 | Added Gillig and exclusion of engines built in 2021 for B6.7 CM2350 B121B. |
| 2021-10-21 | Updated Product Affected with ISX15 CM2350 X101 |
| 2021-10-28 | Added L9 CM2350 L123B and Nova Bus. |
| 2021-10-29 | Removed ISX15 CM2350 X101 and L9 CM2350 L123B. Added instruction for Nova Bus. |
| 2021-11-5 | Add 2 SMNs |
| 2021-11-5 | Non-Product Problem Solving (PPS) |
| 2021-11-8 | Added ISL9 CM2350 L101. |
| 2021-11-8 | Updated Product Affected with (Engines built in 2016 only) for select engines. |
| 2021-11-12 | Added L9 CM2350 L123B. |
| 2021-11-15 | Added ISB6.7 CM2350 B101 (Engines built in 2016 only). Added ENC bus and ADL. |
| 2021-11-17 | Added Grande West (Vicinity) Bus |
| 2021-12-2 | Added OEMs and Kalmar contact information. |

| Date | Details |
|------------|--|
| 2021-12-13 | Added Temsa Bus to Step 9. |
| 2022-1-20 | Added Rosenbauer to Step 9. |
| 2022-3-30 | Added Van Hool. |
| 2022-4-6 | Added note for Blue Bird™ chassis and added Table 1. |
| 2022-8-11 | Added Blue Bird to Table 1. Added Hines and Crane Carrier |
| 2022-8-30 | Updated Table 1 with Link-Belt. |
| 2022-10-7 | Added E One, Spartan Fire, Ferrara Fire, KME, Capacity. Updated Table 1. |
| 2022-11-10 | Added note about supply recovery and TRP2488 – discontinued. |
| 2023-1-19 | Added note about iKnow article IK0700115. |
| 2023-2-13 | Removed note for Blue Bird™ chassis. Added statement that Freightliner and Western Star have been removed from TRP. Added information about Blue Bird being discontinued in Table 1. |
| 2023-3-3 | Added TRP2489 – discontinued |
| 2023-4-23 | Major revisions to all sections. |
| 2023-5-26 | Added weblink. |
| 2023-6-16 | Added note about revert back process. |
| 2024-1-22 | Updated Table 1. |
| 2024-2-7 | Updated Table 1. Added Table 2, 3, and 4. |

Last Modified: 06-Mar-2024
