

Recreational Vehicle  
School Bus  
Shuttle Bus

Walk-In Van  
> S2

Freightliner Custom Chassis  
Service Bulletin

## General Information

EPA10 vehicles with a medium duty Cummins engine (ISB/ISC) and 10-gallon diesel exhaust fluid (DEF) tank may have a problem with DEF freezing at the supply fitting in extreme cold temperatures. This failure mode is identified by the Cummins Engine fault code 3575, which eventually leads to derate fault code 3712, limiting the vehicle speed to 5 mph (8 km/h). If this is encountered, install a supply-line fitting heater (A66-02013-043) to prevent further issues.

## Parts

Parts are available through the parts distribution centers (PDCs). See [Table 1](#).

| DEF Supply Line Heater Installation Parts |                 |
|-------------------------------------------|-----------------|
| Description                               | Part Number     |
| Heater                                    | A66-02013-043   |
| Foam Insulation                           | 48-02159-064    |
| Reflective Sleeve                         | BEN 1553005116S |

Table 1, DEF Supply Line Heater Installation Parts

## DEF Supply-Line Fitting Heater Installation

1. Park the vehicle on a level surface, shut down the engine, and set the parking brake. Chock the tires.
2. Remove the DEF tank cover, if so equipped.
3. Disconnect the DEF supply line at the tank fitting closer to the filler neck.
4. Clean the surface of the fitting with hot water to allow the adhesive on the heater to stick to it.
5. Cut two pieces of insulation as shown in [Fig. 1](#).

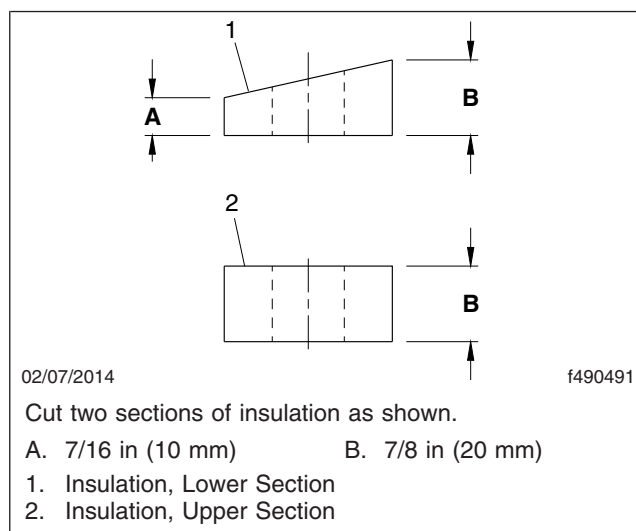
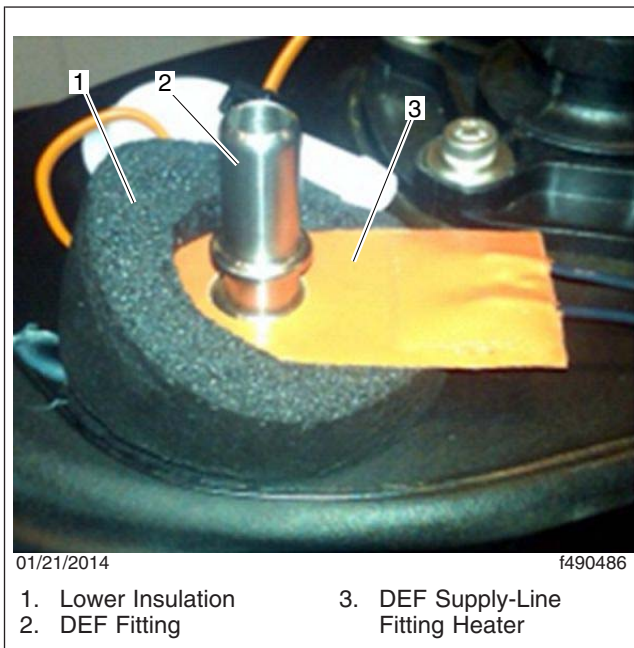
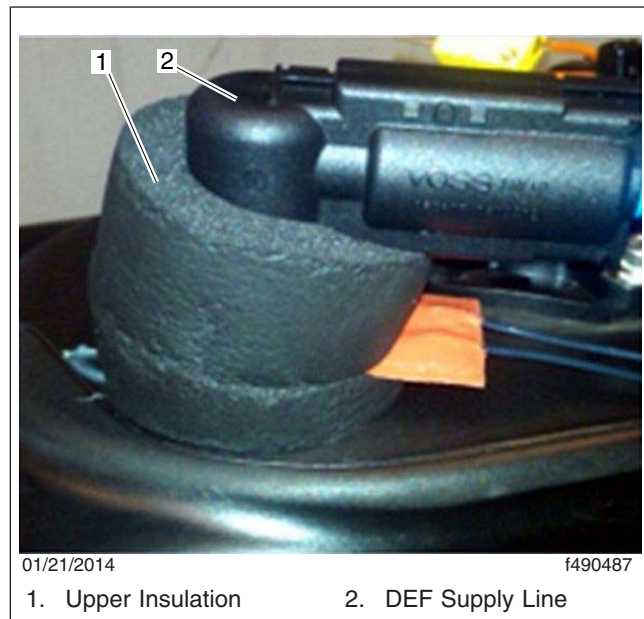


Fig. 1, Cutting the Insulation

6. Cut a section of reflective sleeve material 10 in (254 mm) long, and split it lengthwise.

7. Install the lower piece of the insulation with the short edge of the angle-cut side facing the DEF line. See [Fig. 2](#).
8. Peel the tape off of the the supply-line fitting heater then put it over the fitting and press it to stick on the DEF fitting. See [Fig. 3](#).
9. Install the upper half of the insulation.

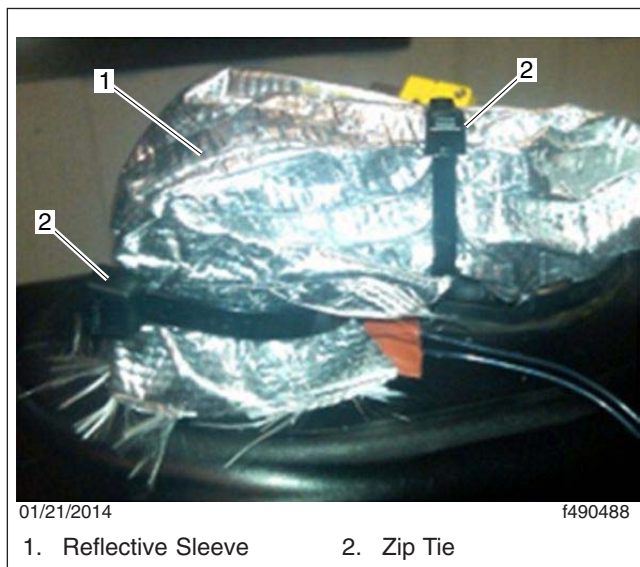
**Fig. 2, Installing the Heater****Fig. 3, Installing the Upper Half of the Insulation**

10. Connect the DEF supply line.
11. Position the reflective sleeve over the fitting and insulation, then secure it with zip ties as needed. See [Fig. 4](#).
12. Locate the DEF heater pigtail connector above the DEF module that matches the connector on the heater pigtail (there is only one). See [Fig. 5](#).
13. Disconnect the DEF heater pigtail connector at the wire harness.
14. Connect the DEF supply line heater connector in series between the original DEF heater pigtail connector and the harness. Secure the wires with zip ties as needed.
15. Install the DEF tank cover, if so equipped.

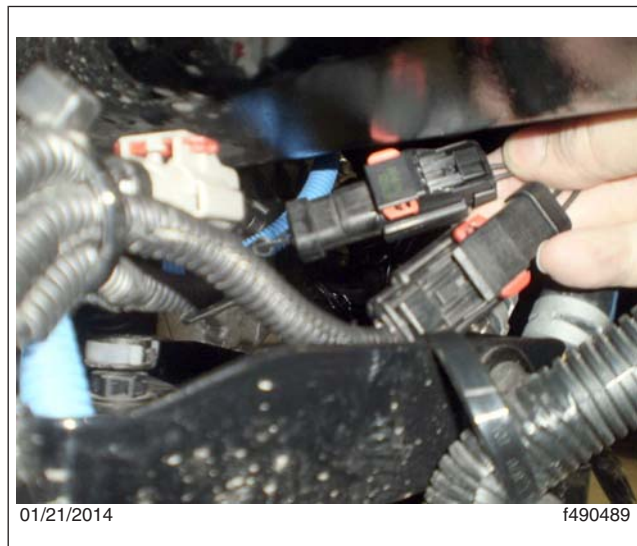
Recreational Vehicle  
School Bus  
Shuttle Bus

Walk-In Van  
> S2

## Freightliner Custom Chassis Service Bulletin



**Fig. 4, Installing the Reflective Sleeve**



**Fig. 5, Heater Connectors**

## Warranty

This procedure is warrantable only if the described condition exists and the repair is performed within the applicable base or extended coverage warranty period. If a failure is not found, this procedure is considered preventive and warranty does not apply.

Normal warranty applies. See [Table 2](#) for OWL VMRS codes and labor allowance information. Enter this service bulletin number in the *Service Bulletin #* field.

| OWL VMRS Codes and Labor Allowance |                |            |           |                                          |             |
|------------------------------------|----------------|------------|-----------|------------------------------------------|-------------|
| Primary Failed Part                | Component Code | Cause Code | SRT Code  | Description                              | Time: Hours |
| A04-28731-000                      | 043-007-001    | 51         | 23Y-5005A | DEF SUPPLY LINE HTR INSTL, 6 GALLON TANK | 0.2         |

**Table 2, OWL VMRS Codes and Labor Allowance**