



TECH TIP

**2022-2025 MY L SERIES LOW DEF
FAULT CODES 3497, 3498**

**GROUP: 0-GENERAL
TECH TIP NO: 24-011
DATE: 6/21/2024**

SUBJECT VEHICLES: 2022 through 2025 model year L-Series Hino model vehicle equipped with a Cummins B6.7 engine that were assembled at the Mineral Wells, West Virginia, USA assembly plant.

Note: This TechTip is provided as technical information and is not authorization for a warrantable repair.

OVERVIEW: Any L-Series Hino model vehicle equipped with a Cummins B6.7 engine is being diagnosed or repaired. Inactive Cummins fault codes 3497 and/or 3498 are found in the engine ECM.

3497 – Aftertreatment 1 Diesel Exhaust Fluid Tank Level, Data Valid but Below Normal Range, Least Severe Level

3498 – Aftertreatment 1 Diesel Exhaust Fluid Tank Level, Data Valid but Below Normal Range, Moderately Severe Level

CONDITION: Determine if the fault codes are inactive and if the DEF tank is filled and the DEF level gauge is currently reading appropriately. If so, these fault codes were stored during a period when the DEF tank level was low and is not an indication of a fault with the vehicle or DEF sending unit. Clear the fault codes and release the vehicle.

Note: Replacement of the DEF sending unit for inactive fluid level fault codes is not necessary and may result in a warranty claim charge-back.

Note: FAULT CODE Conditions for Running, Setting and Clearing are listed for reference on the following page.

See Cummins QuickServe for full diagnostics



SPN: 1761

FMI: 1/17

LAMP: Maintenance

FAULT CODE 3497 – Aftertreatment 1 Diesel Exhaust Fluid Tank Level, Data Valid but Below Normal Range, Least Severe Level

CONDITIONS FOR RUNNING

This diagnostic runs continuously with the key ON

CONDITIONS FOR SETTING THE FAULT

The DEF tank level was low

ACTION TAKEN WHEN DTC IS SET

The DEF lamp will be illuminated

CONDITIONS FOR CLEARING THE FAULT CODE

- Cycle the key and let idle for 1 minute
- Fault code status will change to INACTIVE immediately after the diagnostic runs and passes, DEF lamp shuts off
- Using Cummins Insite can be used to clear an active Fault, “Reset All Faults”

SPN: 1761

FMI: 1/18

LAMP: Maintenance

FAULT CODE 3498 – Aftertreatment 1 Diesel Exhaust Fluid Tank Level, Data Valid but Below Normal Range, Moderately Severe Level

CONDITIONS FOR RUNNING

This diagnostic runs continuously with the key ON

CONDITIONS FOR SETTING THE FAULT

The DEF tank level was **very** low

ACTION TAKEN WHEN DTC IS SET

The DEF lamp will be flashing

CONDITIONS FOR CLEARING THE FAULT CODE

- Cycle the key and let idle for 1 minute
- Fault code status will change to INACTIVE immediately after the diagnostic runs and passes, DEF lamp shuts off
- Using Cummins Insite can be used to clear an active Fault “Reset All Faults”

