

 Preview Solution CBR-2526-5

Parking Heater Inoperative - VN (4) - PR (4) - AN (4)

Published 18 December 2025

Valid For

Volvo Chassis - VN (4)

Mack Chassis - PR (4), AN (4)

Model Year - 2024 to Current

The purpose of this CBR is to address driver complaint of parking heater inoperative.

NOTE: As a preventative maintenance action, please perform a parking heater power reset on ALL VN(4) and PR(4) trucks equipped with the Eberspacher unit. This will reset the fault count in the parking heater and mitigate the chance that the parking heater will lock over the course of the winter.

Parking Heater Lock Outs:

1. Symptoms:

Determine if the parking heater is locked out by pressing the parking climate button on the Driver-Environment Control Module (DECM). If the light on the button remains lit for 3-5 seconds and then turns off repeatedly, the parking heater is locked. The parking heater may lock out due to 10 consecutive settings of an internal over temperature fault or 7-10 significant obstructions.

NOTE that DTCs are not a reliable means of determining if the parking heater is locked.

2. Resolution process

a. Attempt to Clear the Over Temperature Lock

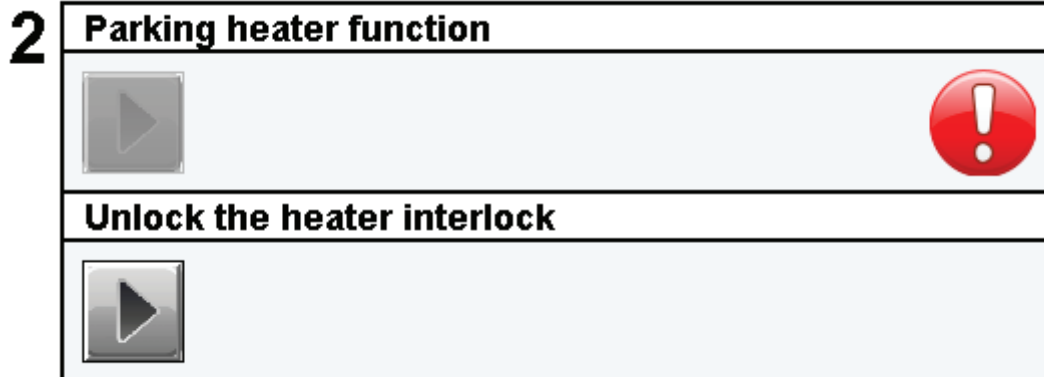
Download the most recent version of Tech Tool to receive the update for Parking Heater Unlock functionality. (.360 or later release)

PTT operation 8750-06-03-03 Parking heater function

b. Ensure that the fuel delivery line to the parking heater is not blocked or obstructed before attempting to unlock the unit. Confirm that the fuel pump supply connector is fully seated and pump is operational.

NOTE: If the option to clear the interlock remains grayed out, DO NOT make additional attempts to run operation 'Fill Fuel Lines' (Step 1) . Pushing operation for Step 1 may cause fuel to flood the heater and drain from the inlet and exhaust tubes under the cabin.

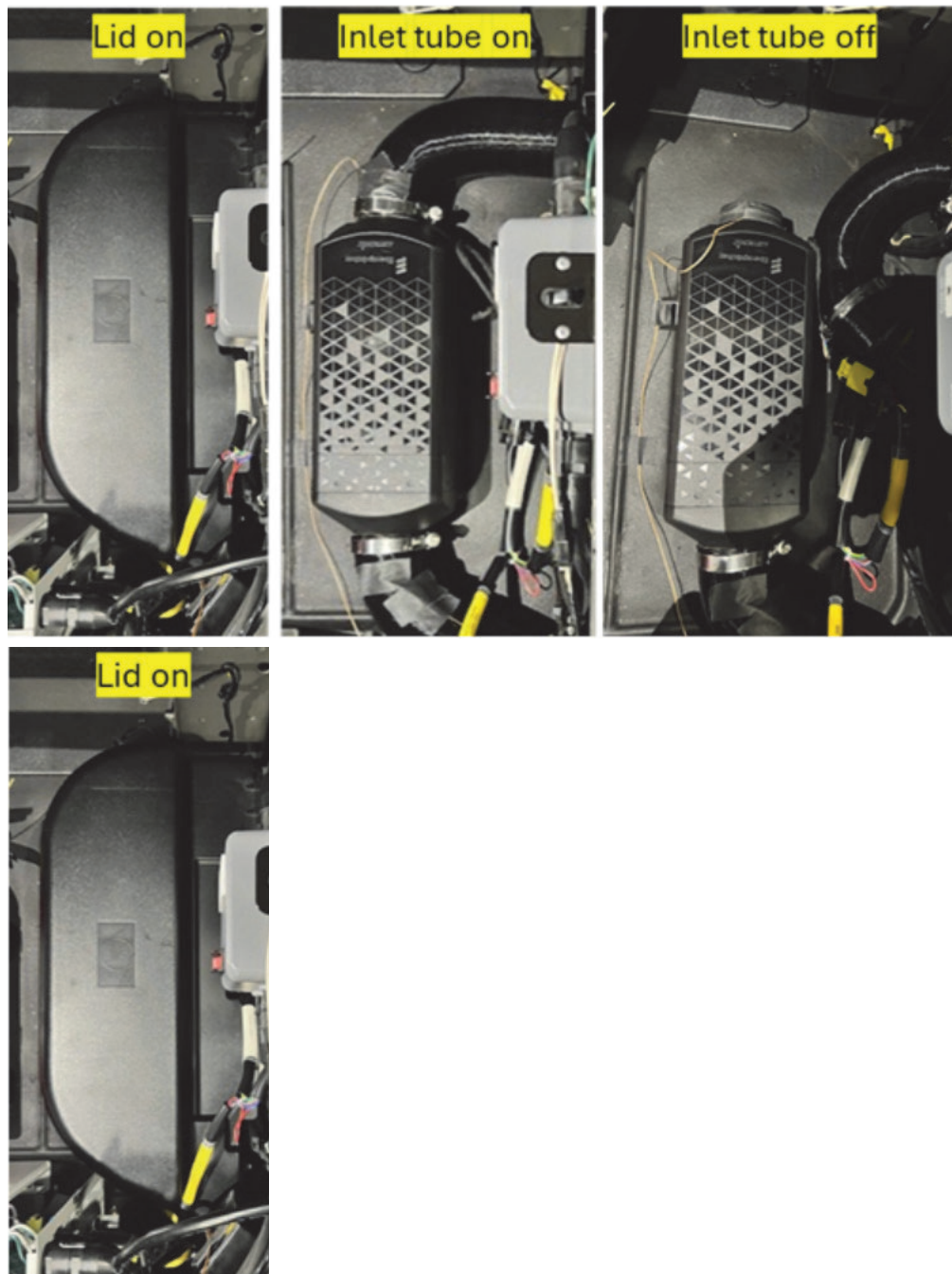
If the parking heater is locked, the Parking heater function (step 2) will show a red error circle. This should enable the ability to click the play button on the 'Unlock the heater interlock' step.



- i. If the interlock successfully clears, test the parking heater to ensure normal functionality. If the parking heater functions normally, the lock has been cleared. Refer to step 3 before releasing the truck to the customer.
- ii. If the option to clear the interlock remains grayed out, please open an eService case.

3. Disconnect Inlet Tube

To prevent future overhear faults, the inlet tube may be rerouted to pull airflow from the luggage compartment area as shown below:



- i. Remove the lid shown above by releasing 2 plastic fasteners with a clip tool or by hand.
- ii. Use a 9mm socket to remove the clamp on the PH heater inlet to remove the inlet tube hose.
- iii. Tuck inlet tube between wall and parking heater as shown above.
- iv. Install P/N 23971179 (SAFETY PLATE, SCREEN) if available into the heater inlet (optional)
- v. Reinstall lid/heater cover,

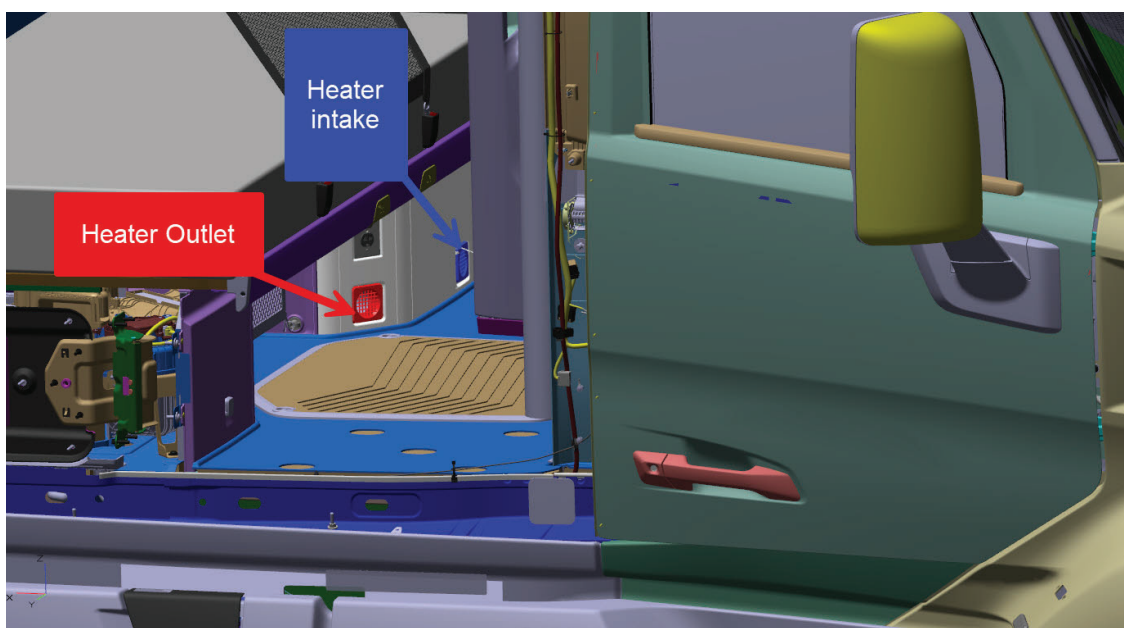
4 . Parking Heater Cleaning Cycle:

- i. Perform Parking Heater Cleaning Cycle from Instrument Cluster if possible with bunk compartment, doors, windows to allow sufficient airflow.
- ii. If the parking heater functions normally, refer to step 5 before releasing the truck to the customer.

5. Mitigating Future Locks

To mitigate the occurrence of future parking heater locks, please instruct the customer in the following information:

- a. Over Temperature faults can be attributed to parking heater cleaning sessions or during regular operation when the vents are obstructed. Please communicate to driver the following:
 - i. The inlet and outlet vents should not obstructed
 - ii. The luggage compartment is not over-cluttered
 - iii. The windows and luggage compartment are open during Parking Heater Cleaning Cycle to reduce ambient air temperature.



Customers can also be instructed to ignore parking heater cleaning requests for the duration of the winter. These cleanings are unnecessary

while the parking heater is under regular usage during the cold season.

Time Outs

1. Symptoms:

eService cases have been submitted with customer complaints of the parking heater shutting off overnight.

NOTE that in most instances, this should not occur due to over temperature or lock outs.

2. Resolution Process

a. Clarify the Customer Complaint

The parking climate system was designed to automatically shut off after 10 hours of use. Speak with the customer to determine if this is the cause of the overnight shut off.

i. When did the customer activate parking climate?

ii. When did the customer notice that the parking climate turned off?

b. Submit an eService Case

Please submit an eService Case with a detailed explanation of the above information from the customer. Technical Support will want to know when the parking climate was activated and when it turned off before proceeding with the case.

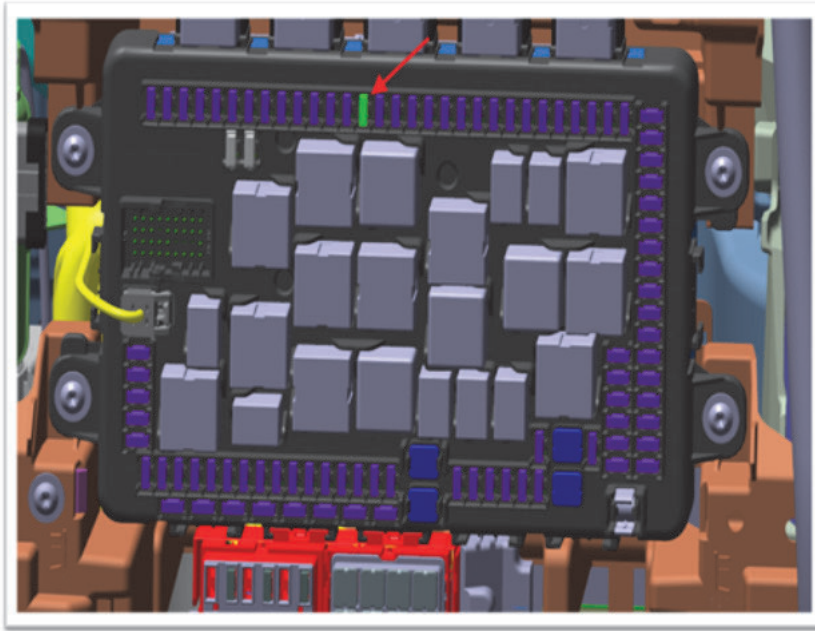
Optional Manual Parking Heater Power Reset

The appropriate fuse for the power reset is fuse F14 in the Cab FRC (pictured below). For procedure please navigate to IMPACT, under Info type use Bulletins/Information, select Eberspacher Auxiliary Heater Troubleshooting and Repair Manual and navigate to section 4.3 Unlocking the control box.

To resolve a parking heater lock for over temperature faults, please perform a power cycle as per

the Eberspacher Auxiliary Heater Troubleshooting

and Repair Manual and navigate to section 4.3 Unlocking the control box.



Related links and attachments

No links or attachments available



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Test

Select an operation and click Start



- 1 - Service and maintenance
- 2 - Engine, Engine mounting and equipment
- 3 - Electrical system and instruments
- 4 - Transmission
- 5 - Brakes
- 6 - Axles, suspension and steering
- 7 - Frame, springs, shocks and wheels
- 8 - Body, cab and interior
- 8750-06-03-03 Parking heater function
- 8750-08-03-01 Climate Unit Input/Output Signals, Status
- 8790-08-03-01 Parking cooler
- 9 - Miscellaneous

8750-06-03-03 Parking heater function

- ☐ Run the operation in simulation mode

Purpose

Check the functionality of the parking heater system

Components to be tested are:

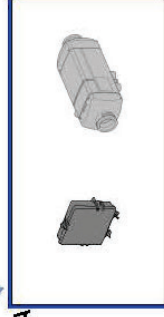
Note: Reset the relevant service parameters after one or more of the following components has been replaced or serviced, Operation - 1700-08-03-33 Function Parameters Reset

- Climate Control Module
- Heating fan, Parking heater
- Fuel dosing pump, Parking heater
- Glow plug, Parking heater

Start >



A



B



C



D



8750-06-03-03 Parking heater function

 Simulation

Information >> Conditions >> Execution

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Selections

Select the illustration corresponding to the method or test to be performed

A

Function test of the parking heater

B

Burner motor, Fuel dosing pump, Glow plug Test

C

Fuel pump volume test

D

Remaining lifetime of components



1



Parking heater



8750-06-03-03 Parking heater function

 Simulation

Information >> Conditions >> Execution

Automatically checked conditions

- 1 Parking heater must be in OFF state

Continue >

Cancel

1

Fill fuel lines



2

Parking heater function



Unlock the heater interlock



8750-06-03-03 Parking heater function

 Simulation

Information >> Conditions >> Execution

Information

-  Note: The Play button for "Unlock the heater interlock" is only available when the parking heater is in the interlock state
- The test is self-evaluating
 - The parking heater status is displayed during the test
 - The test takes approximately 3 min

Action

- 1
- Start the "Fuel line air purge" to ensure that the fuel line is filled with fuel before the normal dosing test is performed
- 2
- Start the parking heater function test

Evaluation

If the Parking heater is functioning correctly the test should result with an OK icon

Test result

Select one of the following alternatives

- ☐ OK
- ☐ Not OK

☐ Restart the operation