

P3867

Fault code description

DEF pressure - Too high

Possible cause

1. Failed pump module.
2. DEF contamination

Additional information

An internal error has been detected in the pump module.

DEF injection into the SCR system is disabled.

This fault may result in engine torque reduction or vehicle speed limiting.

Set condition of fault code

This diagnostic runs continuously when the key switch is in the ON position.

The EAS-3 actuator detects an internal error in the pump module.

Reset condition of fault code

This fault code will change to inactive immediately after the diagnostic runs and passes.

This fault code cannot be cleared with DAVIE.

To validate the repair, start the engine and let it idle for three minutes.

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P3867, Diagnostic information

Technical data

["Pump module \(L074\)"](#)

Location of component(s)

["Location information, EAS-3"](#)

Electrical diagram(s)

Refer to the OEM service manual for more information.

Description of component(s)

["Pump module \(L074\)"](#)

Block diagram

["Block diagram EAS-3"](#)

Step by step troubleshooting



Please perform the troubleshooting steps below using the breakout harness if necessary to check electrical components such as sensors, electrical control units or harnesses. Back probing is not recommended as it could damage the harness. The ignition should always be in the OFF position when connecting or disconnecting electrical components to reduce the likelihood of damage to electrical components.



- Disconnecting the EAS connectors during the troubleshooting process will result in multiple errors.
- For specific electrical component information and pin out locations, always refer to the technical data.
- It is necessary to exit the fault code menu in DAVIE and run the diagnostic test again to identify a

change in errors.

- Remember that the truck's operational or mechanical issues may be the root cause of both active and inactive fault codes. Refer to the 'possible causes' section.

Step by step 1: Check fault codes

Step 1A: Check for fault codes

Troubleshooting steps

1. Turn the key switch ON.
2. Use DAVIE to check for fault codes.

Is fault code P3867 active?

- Yes – Proceed to step 2A
- No – Proceed to step 2A

Step by step 2: Check the DEF quality

Step 2A: Inspect the DEF quality

Troubleshooting steps

1. Turn the key switch OFF.
2. Check the DEF quality:
 - Visually inspect the DEF in the tank for signs of debris or contamination.
 - Use a DEF refractometer to measure the urea concentration.
 - Use the oil test paper to test for diesel fuel or oil contamination in the DEF tank.

Is the DEF free of contamination and within the specifications?

- Yes – Proceed to step 3A
- No – The fluid in the tank is not pure DEF. Drain the tank, clean the system and fill the tank with DEF. Proceed to step 3A

Step by step 3: Clear the fault code

Step 3A: Disable the fault code

Troubleshooting steps

1. Connect all components.
2. Operate the system within the 'reset condition of the fault code' found in the fault code information.
3. Use DAVIE to verify if the fault codes are inactive.

Is fault code P3867 inactive?

- **Yes** – Proceed to step 3B
- **No** – Return to the troubleshooting steps.
Proceed to step 1A

If all the steps have been completed and checked again, contact the Engine Support Center for further instructions.

Step 3B: Clear the inactive fault codes

Troubleshooting steps

1. Connect all components
2. Turn the key switch ON.
3. Use DAVIE to clear the inactive fault codes.

Have all the fault codes been cleared?

- **Yes** – Repair complete
- **No** – Troubleshoot any remaining active fault codes

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