

Reference	SSM73728
Models	E-PACE / X540 F-PACE / X761 XE / X760 XF / X260
Title	Ingenium I4 2.0D, Diesel Exhaust Fluid (DEF) Tank Overfilled, DTC's P203B, P203C, P203D, P21C5
Category	Engine
Last modified	16-May-2018 00:00:00
Symptom	404000 Fuel System Concerns
Content	<u>Issue:</u> The customer is unable to start their vehicle or a warning message displayed on the Instrument Cluster "Re-start will not be possible in <u>xxxx</u> miles". Any of the following DTC's may have been triggered: P203B, P203C, P203D, P215C. Although these DTC's can indicate an issue with the Urea system, multiple components have been returned to the supplier with no fault found following repairs on customer vehicles. <u>Cause:</u> DTC's P203B, P203C, P203D and P21C5 are to check the functionality of the level sensor. The most likely cause of the DTC's is the Urea tank has been overfilled. An overfilled tank sensor will read 0 and then triggers one of the above DTC's, which is often misdiagnosed as a faulty sensor or tank assembly. <u>Action:</u> If the above DTC's are triggered: • Drain 2.0L of fluid from the UREA tank and recheck the sensor reading. • Continue to drain at 1.0L intervals until correct level is read in SDD. (If the tank has been overfilled, draining 2ltrs will bring the fluid to a level that the sensor is able to read allowing the vehicle to operate as expected). • Read & Clear any of the above DTC's. FOR INFORMATION <u>Additional DTC information:</u> P2BAE is not a fault. It is the first stage alert for the customer to add fluid and they will typically have over 1000 miles in which to do this. P2BAF is also not a fault. It is second stage alert for customers. Fluid is very low and engine re-starts will not be possible in <u>xxx</u> miles.

(P2BAE will also be present).

P241D will trigger if the customer has not reacted to the previous warning messages and added DEF fluid. The engine fails to start as a result.

None of these DTC's in isolation indicate a fault with the system or the need to replace any components.

Technicians - Please rate this SSM and provide comments so that future communications can be improved.

1 = Poor – Basic information provided – The SSM does not help me resolve the customer concern.

3 = Average – Adequate information provided – The SSM partially helps me resolve the customer concern.

5 = Excellent – All required information provided to resolve the customer concern.