



SERVICE BULLETIN

TCE-SB002 | 05/19/2014

SUBJECT: 2-1 DEF system slow filling (1-2 gpm) (50min – 1hr fill time)

Condition Found:

We have seen the curved neck of the suction tube inside IBC shuttles of DEF just below the RSV (Reusable Stainless Valve) coupler break or crack allowing air in the suction tube and not allowing full suction of the fluid from the shuttle. A customer may experience this with the micro-matic coupler hooked up to a 275 or 330 gal IBC shuttle of DEF that the trailer takes a significant amount of time (50min – 1hr) to fill the 100 gal DEF tank.

Facts:

A fully charged battery and no kinks or leaks in the hose or plumbing the trailer will fill itself around 4 gpm (25 – 30min). The DEF pump has a 30 min duty cycle on it. It can only be run for 30 min at a time then it will need to cool down before it can run for another 30 min.

Solution:

This happens to the suction tube when the shuttle is being filled initially or being refilled by dealers or delivery services. To prevent this the IBC shuttle should be filled through a special dual-port lid in the top, or through the bottom valve with special fill systems. These systems should be used in accordance with ISO22241. Any IBC shuttle that has been filled through the RSV coupler the suction tube may be compromised.

Repair:

A new suction tube needs to be installed inside the IBC shuttle if shuttle is to be exchanged. If the shuttle will continued to be refilled updated fill plumbing should be installed. Upgrades to any DEF shuttle should be made in accordance with manufacturer's specs and ISO22241.

Warranty:

If the DEF pump is allowed to run past its 30 min duty cycle the life of the pump will be compromised. Pumps damaged due to this will be denied warranty.