

<b>Reference</b>	SSM72979
<b>Models</b>	Range Rover / L405 Range Rover Sport / L494
<b>Title</b>	Incorrect Diesel Exhaust Fluid Quality Warning Message Displayed
<b>Category</b>	Driveability
<b>Last modified</b>	29-Sep-2016 00:00:00
<b>Symptom</b>	603300 No Start
<b>Content</b>	<p><u>Issue:</u> A "No Engine Restarts in <u>xxx</u> miles. Incorrected Diesel Exhaust Fluid Quality Detected" warning displayed in the message Center.</p> <p><u>Cause:</u> This may be caused by a several different reasons.</p> <ul style="list-style-type: none"> <li>• Poor diesel exhaust fluid quality</li> <li>• A problem with the diesel exhaust fluid injection system</li> <li>• A problem with the NOx sensors or circuit</li> <li>• A Powertrain Control Module (PCM) calibration file error</li> </ul> <p><u>Action:</u> Check the PCM calibration software level using SDD.</p> <ul style="list-style-type: none"> <li>• If the calibration file ends with <u>xxxx</u>-12K532-PRE, DO NOT update the PCM software at this time. Refer to the TOPIx Workshop Manual diagnostic information to diagnose the root cause of the concern.</li> <li>• If the PCM calibration ends in <u>xxxx</u>-12K532-PRF, <u>xxx</u>-12K532-PRG or <u>xxxx</u>-12K532-PRH clear the DTC's and perform the following drive cycle: <ol style="list-style-type: none"> <li>1. Drive vehicle at urban speeds until the SCR catalyst is warm and exhaust NOx sensors are active. Ensure the vehicle is not in DPF active regeneration and drive at urban speeds (50 - 60mph/ 80 -96kph) for 20 minutes and light load.</li> <li>2. The warning message should clear during the drive. If the warning message clears the vehicle can be returned to the customer who should be advised that revised PCM software is forth coming to resolve this concern.</li> <li>3. If the warning message does not clear during the drive cycle refer to the TOPIx Workshop Manual diagnostic information to diagnose the concern</li> </ol> </li> <li>• If having performed the guidance above the vehicle will not complete the drive cycle and further assistance is required, please submit a TA request.</li> <li>• If the vehicle is repaired following the above guidance, please submit an EPQR for the concern.</li> </ul>

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.