

Reference	SSM72865
Models	E-PACE / X540 F-PACE / X761 XE / X760 XF / X260 XJ / X351
Title	Diesel Exhaust Fluid (DEF) Injector Crystallization
Category	Engine
Last modified	04-Dec-2017 00:00:00
Symptom	403000 Exhaust System Concerns
Attachments	1DEF Injector Crystallization.pdf (1DEF Injector Crystallization.pdf)
Content	<p><u>Issue:</u> Diesel exhaust fluid (DEF) injector crystallization leading to incorrect and unnecessary replacement.</p> <p><u>Cause:</u> Some crystallization will always be present on the tip of the injector after engine shut down, this is considered to be normal. The crystallization will quickly disappear after the engine is started and the exhaust system becomes hot.</p> <p><u>Action:</u> Refer to the attached file which shows a selection of crystallization on the DEF injector tip. These pictures show a level of crystallization present on the tip which will not influence the function of the injector. These pictures are typical of injectors currently being replaced and returned via warranty and when tested are no fault found.</p> <p>Always refer to the Diagnostic and Testing Section in TOPIx if help is required diagnosing concerns with the Selective Catalytic Reduction (SCR) system. Section 309 – Exhaust System.</p> <p>Technicians - Please rate this SSM and provide comments so that future communications can be improved.</p> <p>1 = Poor – Basic information provided – The SSM does not help me resolve the customer concern.</p> <p>3 = Average – Adequate information provided – The SSM partially helps me resolve the customer concern.</p>

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