

<b>Reference</b>	SSM74072
<b>Models</b>	F-PACE / X761
<b>Title</b>	Diesel Exhaust Fluid DTC P203B-31 - Fill Level Reduction
<b>Category</b>	Engine
<b>Last modified</b>	05-Oct-2018 00:00:00
<b>Symptom</b>	403000 Exhaust System Concerns

**Content**Issue

A customer may raise a concern with the instrument pack displaying "DEF Dosing Malfunction No Restarts in 250 Miles".  
A Technician may find Diagnostic Trouble Code P203B-31 stored as a result.

Cause

Investigations have identified that vehicles with a high Diesel Exhaust Fluid level in very cold temperatures will log this DTC as a result of the fluid freezing, increasing in volume and removing the air gap necessary for the ultrasonic sensor to take a measurement.

Action

The maximum Diesel Exhaust Fluid fill level has been reduced from 17 litres to 16.5 in order to provide the adequate air gap required in cold temperatures.

1. Move vehicle into the workshop and await the Diesel Exhaust Fluid defrosting.
2. Once defrosted, use the manufacturer approved equipment to measure the DEF quality to check it is above 16.5 Litres.
3. Drain to a maximum of 16.5 Litres as recommended.

In addition, any vehicle requiring a Diesel Exhaust Fluid top up during a PDI, Service or any other action must not exceed 16.5 litres irrespective of whether the failure mode above has been reported or not.

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.