

STAR ONLINE PUBLICATION

Case Number: S1925000004

Release Date: 2/25/2020

****New release date indicates adding model year coverage****

Symptom/Vehicle Issue: Malfunction Indicator Lamp Illumination (MIL). Diagnostic Trouble Code (DTC) P203E – Reductant Level Sensor 1 Circuit Intermittent-Erratic Set.

Discussion: Some customers may experience a MIL illumination. Upon further investigation, a technician may find DTC P203E set in the Powertrain Control Module (PCM) memory.

If you receive a vehicle with this DTC, check to see if the DEF tank was just recently filled prior to the DTC setting. P203E will set if the tank is overfilled resulting in no air space above the DEF Fluid in the tank.

The DEF level sensor is new for 2019 Model Year, and uses an ultrasonic frequency signal to detect fluid level. Previous model years use a radio frequency type sensor which acts differently. The air space above the fluid is crucial to bounce back the UF signals back to the new sensor for proper level detection.

If you suspect that the tank might be overfilled, drain 2-3 gallons of fluid from the tank. Once drained, you will need to perform a specific drive cycle to clear the message, and ensure the vehicle is repaired.

This document does not authorize warranty repairs. This communication documents a record of past experiences. STAR Online does not provide any conclusions about what is wrong with the vehicle. Rather, it captures all previous cases known that appear to be similar or related to the vehicle symptom / condition. You are the expert, and you are responsible for deciding on the appropriate course of action.

Contact STAR Center, or your Technical Assistance Center Via TechCONNECT or eCONTACT ticket if no solution is found

STAR ONLINE PUBLICATION

NOTE: When performing the drive cycle to clear the message, please drive as steadily as possible at highway speeds. Avoid excessive stop and go, large bumps, or excessive curves in the road to keep fluid slosh in the DEF tank at a minimum. Excessive fluid slosh in the tank will delay the monitor from passing leading to inability to clear the message.

To clear the “Service DEF” message, and ensure the vehicle is repaired, please drive the vehicle under the following operating conditions.

- Steady state driving at highway speeds for a minimum of 15 minutes with minimal stopping and starting to reduce DEF Tank sloshing.

NOTE: If the vehicle is in a derated power state, safely drive the vehicle at the derated speeds for a minimum of 15 minutes as steadily as possible to avoid tank slosh

- Ambient Temperature Greater Than 39°F (4°C)
- DEF Tank Temperature (as reported by the temperature sensor) Greater Than 39°F (4°C)
- DEF Tank Temperature (as reported by the Urea Quality Sensor) 39°F (4°C).

If the DTC goes stored, and the “Service DEF” message on the EVIC no longer appears, top off the DEF tank to the proper level, and release it back to the customer. **DO NOT** replace the DEF pump unit if this DTC was caused by overfilling of the tank.

This document does not authorize warranty repairs. This communication documents a record of past experiences. STAR Online does not provide any conclusions about what is wrong with the vehicle. Rather, it captures all previous cases known that appear to be similar or related to the vehicle symptom / condition. You are the expert, and you are responsible for deciding on the appropriate course of action.

Contact STAR Center, or your Technical Assistance Center Via TechCONNECT or eCONTACT ticket if no solution is found