

STAR Case

Case Number: S1625000007

Release Date: 5/12/2020

Symptom/Vehicle Issue: Malfunction Indicator Lamp (MIL) Illumination. Diagnostic Trouble Code (DTC) P207F – Reductant Quality Performance Set.

Discussion: A small number of customers may experience a MIL illumination. Upon further investigation a technician may find DTC P207F set in the Powertrain Control Module (PCM) memory.

Note: Unlike prior model years, the P207F DTC Monitor is driven off of information sent by the Urea Quality Sensor (UQS) mounted in the Diesel Exhaust Fluid (DEF) tank. If this is the only DTC setting, DO NOT replace the SCR Catalyst, it will not correct the condition.

Prior to clearing the DTCs and proceeding with normal diagnostics, please be sure to save the following information:

- Vehicle Scan Report
- “AFT Diesel Exhaust Fluid Quality Sensor %” In Wi-Tech PCM data
- “DEF Quality Sensor Fluid Temperature” In Wi-Tech PCM data
- “DEF (Reductant) Tank Temperature” In Wi-Tech data
- DEF Refractometer readings
- Hydrocarbon Test Strip results
- Customer driving cycle and approximate weather conditions at the time of the failure.

This document does not authorize warranty repairs. This communication documents a record of past experiences. STAR Center 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 ECCI or eCONTACT ticket if no solution is found

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Please send the requested information to Ross Kersey at ross.kersey@fcagroup.com

Proceed with the normal published diagnostics for the DTC set. If normal diagnostics lead to replacing the DEF tank perform the following procedure to ensure the tank is the cause.

1. Remove the tank and drain all fluid. If frozen, be sure to thoroughly thaw the tank before draining.
2. Flush the tank thoroughly with .5 to 1 gallon of fresh DEF fluid and drain fluid back out.
3. Reinstall the tank and add 3.5 to 5 gallons of fresh DEF

Note: Only use appropriate funnels or tools that have not been used to fill any other type of fluid. Otherwise, contamination of the new DEF fluid may result.

4. Clear the DTCs and drive the vehicle for 10 minutes. If the DTC returns, or is still active and will not clear, then replace the DEF tank.

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