

<b>Reference</b>	SSM73728
<b>Models</b>	E-PACE / X540 F-PACE / X761 XE / X760 XF / X260
<b>Title</b>	Ingenium I4 2.0D, Diesel Exhaust Fluid (DEF) Tank Overfilled, DTC's P203B, P203C, P203D, P21C5
<b>Category</b>	Engine
<b>Last modified</b>	16-May-2018 00:00:00
<b>Symptom</b>	404000 Fuel System Concerns
<b>Content</b>	<p><b><u>Issue:</u></b></p> <p>The customer is unable to start their vehicle or a warning message displayed on the Instrument Cluster "Re-start will not be possible in <u>xxx</u> miles". Any of the following DTC's may have been triggered: <b>P203B, P203C, P203D, P215C</b>. Although these DTC's can indicate an issue with the Urea system, multiple components have been returned to the supplier with no fault found following repairs on customer vehicles.</p> <p><b><u>Cause:</u></b></p> <p>DTC's <b>P203B, P203C, P203D and P21C5</b> are to check the functionality of the level sensor. The most likely cause of the DTC's is the Urea tank has been overfilled. An overfilled tank sensor will read 0 and then triggers one of the above DTC's, which is often misdiagnosed as a faulty sensor or tank assembly.</p> <p><b><u>Action:</u></b></p> <p>If the above DTC's are triggered:</p> <ul style="list-style-type: none"> <li>• Drain 2.0L of fluid from the UREA tank and recheck the sensor reading.</li> <li>• Continue to drain at 1.0L intervals until correct level is read in SDD.</li> </ul> <p>(If the tank has been overfilled, draining 2ltrs will bring the fluid to a level that the sensor is able to read allowing the vehicle to operate as expected).</p> <ul style="list-style-type: none"> <li>• Read &amp; Clear any of the above DTC's.</li> </ul> <p><b>FOR INFORMATION</b></p> <p><b><u>Additional DTC information:</u></b></p> <p><b>P2BAE</b> is not a fault. It is the first stage alert for the customer to add fluid and they will typically have over 1000 miles in which to do this.</p> <p><b>P2BAF</b> is also not a fault. It is second stage alert for customers. Fluid is very low and engine re-starts will not be possible in <u>xxx</u> miles.</p>

(P2BAE will also be present).

**P241D** will trigger if the customer has not reacted to the previous warning messages and added DEF fluid. The engine fails to start as a result.

None of these DTC's in isolation indicate a fault with the system or the need to replace any components.

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.