

How To Help Lessen DEF Sensor Failures

Service Update #21-0921





DEF Parts Supply Chain Issues

As many are aware, the supply chain issues have greatly affected the industry and we continue to deal with sensor and tank head shortages.

As we continue to deal with the issues, we all need to be aware of some of the issues which cause failures and what can be done to help lessen those failures.

The first and foremost is fluid quality. By this it is not only meant the quality of the fluid you are using, but how the fluid is stored and handled in your facility..... Are your containers kept clean that you use for filling the tank?.....Do you use distilled water when cleaning nozzles and hoses?... Do you soak the tank caps in distilled water to clean the vent of any crystalized DEF?

These may seem like trivial issues but could save a failure!

ALL of our Service Updates can be found on the <u>New York Bus Sales website</u>
Or at the New York Head Mechanic website







Other issues that have been found to cause premature sensor failure are heat and air bubbles in the fluid.

With the ambient temperatures being what they have been recently, fluid in the tank can become warm and if there is less fluid, the warmer that fluid will be.

Air bubbles can cause issues as well and again if the level is low in the tank, the fluid can "slosh" around creating those bubbles and possible premature failure.

Simply keeping the DEF tank full will help with BOTH these possible issues!!

ALL of our Service Updates can be found on the <u>New York Bus Sales website</u>
Or at the New York Head Mechanic website



CONTACT OUR SERVICE OR PARTS DEPARTMENT WITH ANY **QUESTIONS**

SERVICE

Director of Service

Ryan Hemund rhemund@newyorkbussales.com CELL 315-561-9121

Chittenango: 800-962-5768

Daryl Wallace dwallace@newyorkbussales.com

Brian Lamaitis blamaitis@newyorkbussales.com

Bob Reith breith@newyorkbussales.com

Phil Tucker ptucker@newyorkbussales.com

Albany: 866-867-1100

Ben Reiling breiling@newyorkbussales.com

Rochester: 800-463-3232

Brandon Shepard bshepard@newyorkbussales.com

Middletown: 845-609-7070

Moncia McDonald mmcdonald@newyorkbussales.com **PARTS**

Director of Parts

Dave Reichel dreichel@newyorkbussales.com CELL 315-396-5709

Chittenango: 800-962-5768

Gari McQuade gmcquade@newyorkbussales.com

Bill Cox bcox@newyorkbussales.com

Dave Grant dgrant@newyorkbussales.com

Albany/Middletown: 866-867-1100

Sean Conway sconway@newyorkbussales.com

Dan Haight dhaight@newyorkbussales.com

Rochester: 800-463-3232

James Roeser jroeser@newyorkbussales.com

ALL of our Service Updates can be found on the New York Bus Sales website Or at the New York Head Mechanic website

©2015 New York Bus Sales. All rights reserved.

