

ConSite Fault Code	3364-10A	ConSite Fault Name	Abnormal Urea Water Quality Sensor (Abnormal Changing Speed)
Target Models			
Wheel loaders: ZW140-6/62Z7B, ZW150-6/67Z7B			
Recommended Action			
The urea water supply module is abnormal and it is likely that the engine output power is lower than in the normal condition. Immediately contact the customer and check the machine condition.			
Fault Condition			
If no signal of the urea water quality sensor is detected, this alarm is issued.			
Expected Phenomenon			
<ul style="list-style-type: none"> • The engine trouble indicator and the urea alarm indicator on the monitor panel illuminate. • The engine output power drops. 			
Situation to be confirmed with Operator			
<ul style="list-style-type: none"> • Operating Circumstances: How was the machine being operated? • Failure Timeline: When and how did the failure become noticeable? • Fault Phenomenon: What was the phenomenon? Did it gradually become noticeable? Did it occur all of sudden? 			
Key Parts			
Urea water sensor unit XB00013666			
Recommended Tools			
General repair tools, MaintenancePRO Dr., Digital multimeter, Wire harness repair kit, Short pins, Urea water densitometer			
Standard Time for Diagnosis and Repair			
3 hours			
Precautions			
<ul style="list-style-type: none"> • When disconnecting connectors, turn the key switch to OFF position. • Check if connectors are tightly fit before disconnecting them. • Check if there is any breakage or corrosion of connector pins. • When you check continuity of connectors and wire harnesses, use short pins of appropriate sizes. (Do not use paper clips.) • Block the front and rear tires so that the machine won't move. Also, do not stand in front or back of the machine. • When you need to disconnect the coolant pipings of the urea water sensor unit, check to see if the coolant temperature is low enough before disconnection. 			
Safety			
When doing failure diagnosis, work safely by following the safety instructions described in the "Safety" section of the technical manual of the applicable model.			

Failure Diagnosis Procedures

Visually inspect the connector of the urea water sensor unit and its pins.

Abnormal.

Normal.

Repair or replace the faulty connector.

Inspection of the urea water and measurement of the density

- Take a sample of urea water from the urea water tank.
- Is the urea water contaminated?
- Is the density within the standard range? (Standard range: 32.5 ± 1.5%)

Abnormal.

Normal.

Replace the urea water.

Replacement of the urea water sensor unit and checking

- Replace the sensor unit.
- Check for fault codes with MaintenancePRO Dr. by pressing the "Retry" button on its screen.

The fault code 3364-10 goes out.

The fault code 3364-10 doesn't go out.

The urea water sensor unit is faulty.

Replace the ECM.

Refer to "Detailed Material 1"

- Remarks
- Use the urea water specified in the operator's manual.
 - Don't fill the tank with urea water beyond the full level.
 - Wear rubber gloves when handling urea water.
 - Measure the density of the urea water with a urea water densitometer.
 - Use an on-market densitometer or the one provided by Cummins (P/No. 4919318)
 - When there is an abnormality with the urea water, refer to "Clean DEF tank" of Group 6 "Adjustment" of Section 4 "Operational Performance and Tests" of Technical Manual (Troubleshooting).

- Additional Diagnosis
1. Check connectors for any faulty contacts by disconnecting them.
 2. Check connector terminals for any corrosion or foreign materials.
 3. Visually inspect connectors and wire harnesses for any damage.

- Remarks
- If there are air bubbles around the urea water quality sensor, this alarm may be issued.
 - It may take time for the fault code to be erased after the cause of the error is eliminated.



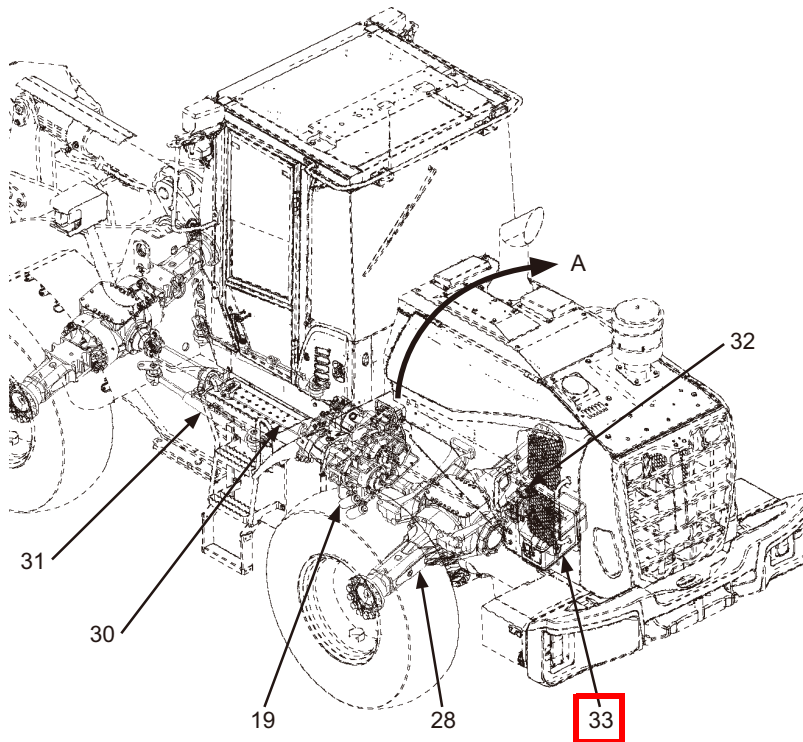
ConSite Fault Code: 3364-10A ConSite Fault Name: Abnormal Urea Water Quality Sensor (Abnormal Changing Speed)

Reference Information

Detailed Material 1

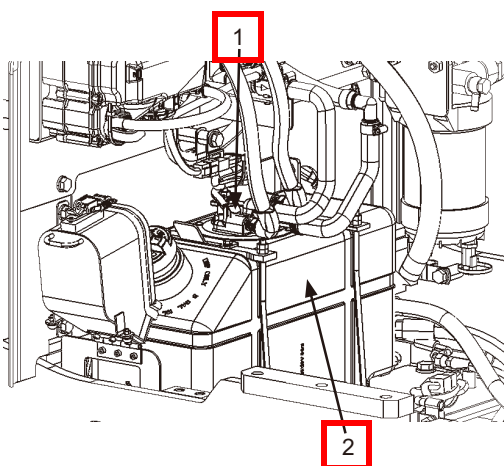
Layout Drawing

Main components

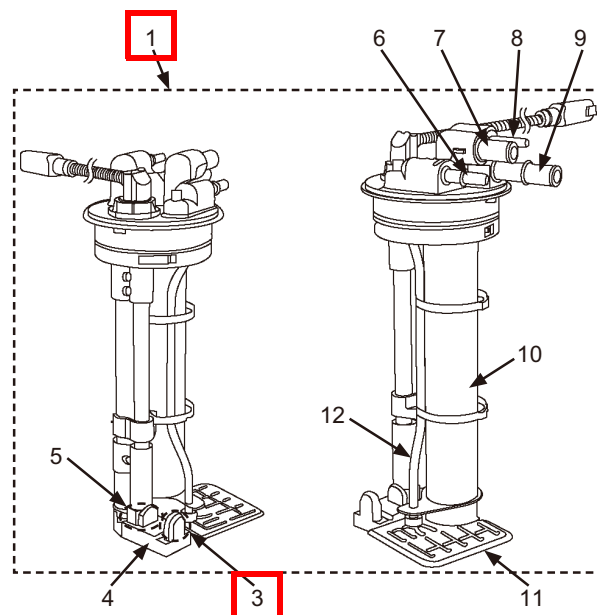


33. Urea water tank

Urea water tank



1. Urea water sensor unit
2. Urea water tank



3. Urea water quality sensor

