

**Service Bulletin #2397**

Nov 30, 2012

**E500 Factory programming for the Ultra-Hi Dispenser with DEF**

The information in this Service Bulletin applies to:

- Dispenser- Ultra-Hi

It has been reported on start-up that Ultra-Hi DEF dispensers have been sent out of the factory with CC92 programmed to a 1 for both sides. This will cause error code 20 to occur for a non-existent meter on side 2. If you see error codes occurring for non-existent meters, verify that CC 92 is set to a 2 for a single-sided dispenser. Error code 20 on the opposite side of the dispenser can also cause the calibration procedure to fail. Not all software versions may exhibit this additional symptom.