



Service Bulletin

PRELIMINARY INFORMATION

Subject: Diesel Oxidation Converter Part Restriction

Models: 2010 - 2015 Chevrolet Express
2010 - 2015 GMC Savana
2011 - 2015 Chevrolet Silverado
2011 - 2015 GMC Sierra

This PI was superseded to update Model Years. Please discard PIP5204B.

The following diagnosis might be helpful if the vehicle exhibits the symptom(s) described in this PI.

Condition/Concern

As part of our ongoing quality improvement efforts the CONVERTER, OXIDN CTLTC (Diesel Oxidation Converter or DOC) part numbers 15231895, 22768282, 22770967, 22887212, 22893734 and 22977171 will be placed on a parts restriction through the Product Quality Center (PQC).

This parts restriction will assist Engineering with product feedback.

Recommendation/Instructions

If you require a Diesel Oxidation Converter (DOC), please complete the diagnostic questionnaire before you contact the PQC at 1-866-654-7654.

Is the restricted part being requested for customer pay? (If yes, there is no need to complete this diagnostic questionnaire)

Technician's Name/Direct Phone:

Was TAC contacted?

If Yes, TAC Case number:

If applicable, what was TAC agent's recommendation?

What is the model year of the vehicle?

What is the build date of the vehicle?

Customer's concern?

Is the customer's concern an exhaust leak between the turbocharger downpipe and DOC?

If yes, was the leak corrected by following the latest version of PI0235?

List all DTCs:

If DTC P0420 was found record the temperature readings of EGT1, EGT2, EGT3 and EGT4 from the freeze frame and failure records data.

Are the current (active) DTCs repeatable?

What SI documents were used for diagnosis?

Have you completed the appropriate SI documents for the DTCs listed?

Using the SI document listed above, list all answers to all steps that were followed in the Circuit/System Testing section

What step in the SI document led to replacement of the DOC?

Was there a previous repair that was perhaps related to this dealer visit?

Does the vehicle have a recent history of repairs for air system, misfires, cylinder imbalance, injector, exhaust sensors, turbocharger or charged air cooler systems?

Was a Diesel Particulate Filter Service Regeneration performed?

If yes, did the DTC(s) set again?

If DTC P0420 set during the DPF Service Regeneration record the temperature readings of EGT1, EGT2, EGT3 and EGT4 from the freeze frame and failure records data.

If DTC P0420 or P24A0 is/was set, record the diesel fuel volumes from each of the three Exhaust Aftertreatment Fuel Injector Volume tests:

Test 1: (ML)

Test 2: (ML)

Test 3: (ML)

Is there any indication of poor quality fuel or fuel contamination issues (such as water, gasoline or a high percentage of Bio-Diesel)?

Does the ECM have the latest calibration updates?

Please follow this diagnostic or repair process thoroughly and complete each step. If the condition exhibited is resolved without completing every step, the remaining steps do not need to be performed.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



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