



Service Bulletin

PRELIMINARY INFORMATION

Subject: Additional Diagnostics For DTC P0420 And Or P24A0

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

This PI was superseded to update RECOMMENDATION/INSTRUCTIONS. Please discard PIP5085.

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

Condition/Concern

Some customers may comment that the malfunction indicator lamp (MIL) is illuminated. Upon investigation, the Service Technician may observe on a scan tool DTC P0420, P24A0 and/or P2463 set.

Recommendation/Instructions

Complete the current SI diagnostic for any DTCs or symptoms found.

If the diagnostic leads to diagnosis or replacement of the Q57 Indirect Exhaust Aftertreatment Fuel Injector, document all of your test results

Please document the following information on the repair order to assist engineering:

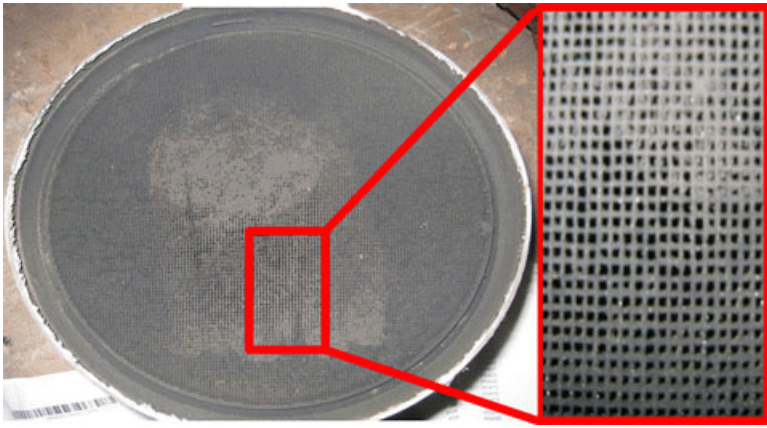
1. Using a suitable container that has 1 or 2 ml. graduations, perform three successive Indirect Fuel Injector quantity tests. Record the quantity of fuel flow measured (in ml.) for each test performed.
2. Record the Engine Run Time Since Last DPF Regeneration from the scan tool.
3. Engine hours as found on the Driver's Information Center (DIC).
4. Type of vehicle/general usage (shuttle bus, commercial vehicle, light duty, hauling, ...).
5. If hauling, what is the weight being towed.
6. Estimated percentage of time the vehicle spends at idle.

If DTCs P0420, P24A0 and/or P2463 are found, inspect the inlet and outlet of the Diesel Oxidation Catalyst (DOC) for signs of damage (such as melting, powder coming out of the DOC or blockage/debris).

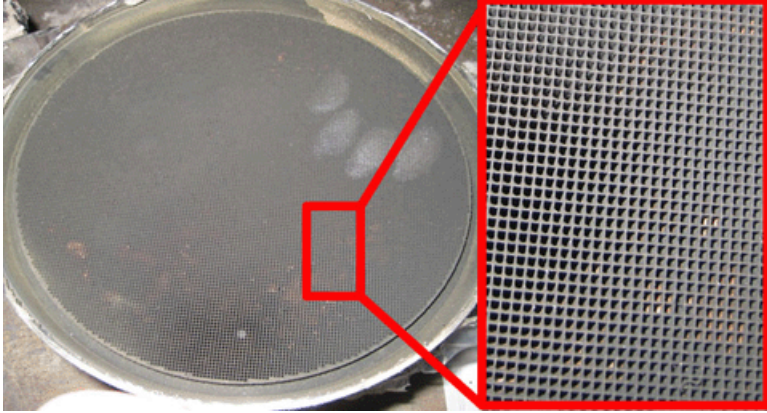
The use of a borescope will be needed for visual inspection of the DOC's upstream (inlet) face.

Note: The inlet of the DOC may appear normal while the outlet or downstream side the DOC may show damage.

Refer to pictures for reference:



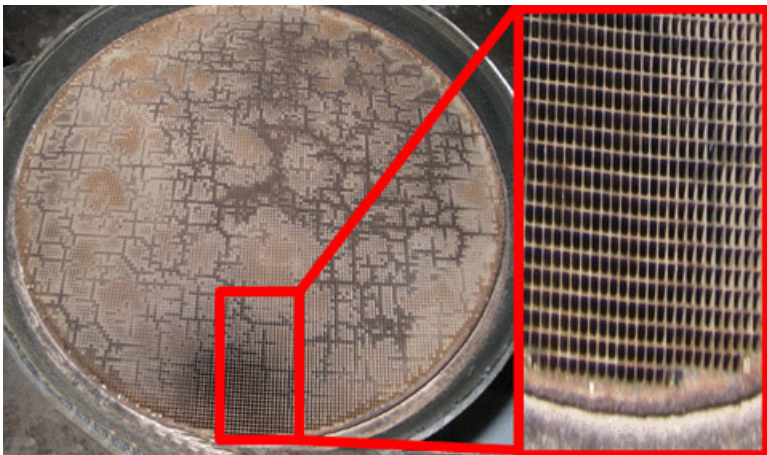
Cut Away View Of Normal DOC



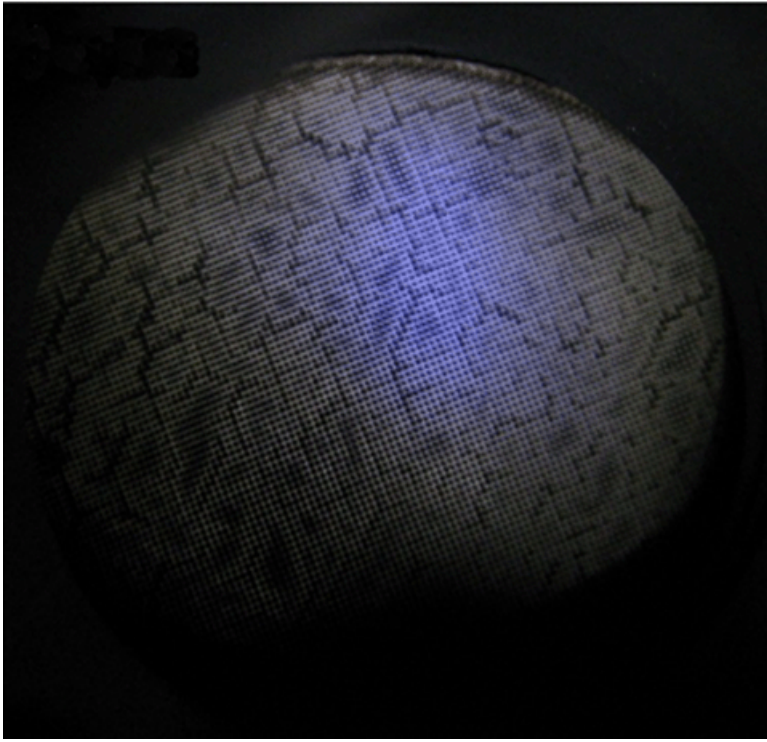
Cut Away View Of Normal DOC.



Cut Away View Of Distressed DOC



Cut Away View Of Distressed DOC



View Of Distressed DOC's Downstream (Outlet) Face (As Seen By Looking At The Catalyst Through The DOCs 4 Bolt Flange Opening)

If the DOC shows signs of distress as shown above, replace the DOC.

Parts Information

Part Number	Usage	Description	Qty
22770967	2011 and 2012 Chevrolet Silverado and GMC Sierra	CONVERTER, OXIDN CTLTC	1
22887212	2013 and 2014 Chevrolet Silverado and GMC Sierra	CONVERTER, OXIDN CTLTC	1
22977171	2014 and 2015 Chevrolet Silverado and GMC Sierra	CONVERTER, OXIDN CTLTC	1
15231895	2010 Chevrolet Express and GMC Savana	CONVERTER, OXIDN CTLTC	1
22768282	2011 and 2012 Chevrolet Express and GMC Savana	CONVERTER, OXIDN CTLTC	1
22893734	2013, 2014 and 2015 Chevrolet Express and GMC Savana	CONVERTER, OXIDN CTLTC	1

Warranty Information

Labor Operation	Description	Labor Time
4050920	Catalytic Converter Replacement	Use Published Labor Operation Time

For vehicles repaired under warranty, use:

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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