



# Service Bulletin

File in Section: -

Bulletin No.: P11226

Date: April, 2014

## PRELIMINARY INFORMATION

**Subject:** DIESEL PARTIC FILTER IS FULL CONTINUE DRIVING or DIESEL PARTIC FILTER IS FULL CONTINUED DRIVING MANDATORY Message Displayed in DIC, DTC P2463 May be Set

**Models:** 2014-2015 Chevrolet Cruze  
Equipped With 2.0L Clean Turbo Diesel Engine – RPO LUZ

### Condition/Concern

Some customers may comment that they are unable to clear either of the following DIC messages that may be displayed in the driver information center (DIC):

- DIESEL PARTIC FILTER IS FULL CONTINUE DRIVING
- DIESEL PARTIC FILTER IS FULL CONTINUED DRIVING MANDATORY

They may also comment that the malfunction indicator lamp (MIL) is illuminated and the ENGINE POWER IS REDUCED message is displayed in the DIC.

A Service Technician may observe on a scan tool that DTC P2463: Diesel Particulate Filter (DPF) Soot Accumulation is set. When DTC P2463 sets, the ECM illuminates the MIL and commands the engine control system to operate in Reduced Engine Power.

### Recommendation/Instructions

#### Why the Messages Are Displayed

If either of the messages appear on the DIC, then a DPF cleaning (regeneration) is **required**. The message means that previous automatic attempts to perform a regeneration have been unsuccessful.

The messages are displayed to **NOTIFY the DRIVER** that the status of the vehicle has changed and **ACTION is REQUIRED by the DRIVER** to correct the condition. The message is not a onetime display and will occur periodically through the lifetime of the vehicle when a DPF cleaning is required, based on engine run time, fuel consumed and distance traveled since the last DPF cleaning.

#### How the Diesel Particulate Filter (DPF) System Works

**Tip: Even though the DPF cleaning (regeneration) will occur during city driving conditions, the regeneration process will complete faster when driving the vehicle on a highway.**

The diesel particulate filter (DPF) system filters soot particles out of the exhaust gases. When the ECM determines that a specific amount of soot has collected in the DPF, it will look for all of the conditions that must be met in order for it to initiate a regeneration. This self-cleaning function runs automatically when the conditions are met and may take up to 25 minutes, without any notification to the driver. The DPF is cleaned by periodically burning off the soot particles at high temperature. Fuel consumption may be higher during this self-cleaning period.

Under certain driving conditions, such as short distances, stop and go driving or extended idling, the system may not be able to clean itself automatically. If the cleaning of the DPF is required and if previous driving conditions **did not** enable the automatic cleaning process to complete, then the DIESEL PARTIC FILTER IS FULL CONTINUE DRIVING message will eventually appear in the DIC.

If the regeneration process does not complete after the DIESEL PARTIC FILTER IS FULL CONTINUE DRIVING message is displayed, then the DIESEL PARTIC FILTER IS FULL CONTINUED DRIVING MANDATORY message will eventually display.

- ⇒ If the customer continues to drive when the DIESEL PARTIC FILTER IS FULL CONTINUED DRIVING MANDATORY message is displayed and the DPF is **not** cleaned as required, the MIL will eventually illuminate and the ENGINE POWER IS REDUCED message will display. When this occurs, the DPF regeneration is inhibited and dealer service will be necessary.

## **DPF Cleaning Process — Driver Action Required**

1. Perform the Diagnostic System Check - Vehicle.
2. Is DTC P2463 set?
  - ⇒ If DTC P2463 is set, refer to Diagnostic Trouble Code (DTC) List - Vehicle in SI. After following the diagnostic procedure, return to this bulletin and **PROCEED** to Step 3.
  - ⇒ If DTC P2463 is not set, then proceed to Step 3 and inform the customer as indicated.

### **Notice: ADVISE THE CUSTOMER ABOUT ALL OF THE FOLLOWING INFORMATION:**

3. The importance of the messages and responding to it immediately. Clearing the message will only make the message disappear temporarily and not correct the problem.
4. Guide the customer to their Owner Manual > Instruments and Controls > Vehicle Messages > Diesel Particulate Filter Messages and review the information with the customer in order to familiarize them with the operation of the DPF system.
5. Extended idle time should be avoided while the message is displayed because the DPF system is not capable of self cleaning at idle.
6. Instruct the customer to drive the vehicle until the message turns **OFF**.
7. Ignoring the message and continuing to drive with the message **ON** and the DPF not being cleaned as required, will eventually result in the following occurring:
  - Diagnostic Trouble Code DTC P2463 will set as a result of excessive soot loading in the DPF and the MIL will illuminate.
  - The Engine Power Is Reduced message will be displayed. The engine will operate in Reduced Engine Power.
  - Once this occurs, self cleaning of the DPF is no longer possible and dealer service will be necessary.