



Service Bulletin

PRELIMINARY INFORMATION

Subject: Information on Diesel Exhaust Fluid (DEF) Filling Instructions at Delivery to the Customer

Models: 2014-2015 Chevrolet Express, Silverado 2500-3500
2014-2015 GMC Savana, Sierra 2500-3500
Equipped 6.6L Diesel Engine (RPOs LML, LGH)

Attention: This PI also applies to any of the above models that may be Israel Export vehicles.

Some customers may comment on DEF level or range warning messages on the DIC shortly after delivery of their vehicle.

In many cases it appears the DEF was not topped off at the new vehicle delivery to the customer. Extra care must be taken to ensure this is completed prior to delivery.

There is no DEF fluid level gauge and even though the DIC message may show "OK" from the factory fill, it is only filled with about 2.5 gallons (9.5 L) of fluid and may give a false sense that the tank is full. The only reliable way to determine DEF fluid level is to fill the tank following the owner's manual instructions and documented properly prior to delivery and is referenced on the Pre Delivery Inspection form.

Warranty Information

The claims for adding DEF fluid should be submitted with the 0590052 "PDI Related Fluid Adds" labor operation for the fluid only. The labor time is included in the base PDI time.

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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