



# Service Bulletin

## INFORMATION

**Subject:** CLEAN EXHAUST FILTER SEE OWNERS MANUAL NOW or CLEANING EXHAUST FILTER KEEP DRIVING UNTIL MESSAGE IS CLEARED Displayed on DIC, DTC P2463 May Be Set

**Models:**

- 2007-2009 Chevrolet Kodiak
- 2007-2016 Chevrolet Express, Silverado
- 2014-2015 Chevrolet Cruze
- 2016 Chevrolet Colorado
- 2007-2009 GMC TopKick
- 2007-2016 GMC Savana, Sierra
- 2016 GMC Canyon
- All Equipped with Diesel Engine

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

**This Bulletin has been revised to update the Models section. Please discard Corporate Bulletin Number 10-06-05-002B.**

Depending on the Model, Model Year of the vehicle and the Diesel Engine, one of the following messages will be displayed in the driver information center (DIC) when a diesel particulate filter (DPF) cleaning is required:

- “CLEAN EXHAUST FILTER SEE OWNERS MANUAL NOW”
- “CLEANING EXHAUST FILTER KEEP DRIVING UNTIL MESSAGE IS CLEARED”
- Either DIC message may be accompanied by DTC P2463.

The DPF will clean itself as part of normal operation. Several factors including fuel consumed, hours of engine operation and miles driven are monitored by the engine control module (ECM). The self-cleaning occurs approximately once per tank of fuel. Under certain driving conditions, such as extended idling, stop-and-go traffic, etc., the DPF cannot clean itself.

**Notice:** Instruct the customer that in order for the filter to clean itself, the vehicle must be driven above 30 mph (50 km/h) until the message clears.

- ⇒ If the customer continues to drive with the DPF warning message **displayed** and the exhaust filter is not cleaned as required, the malfunction indicator lamp will illuminate and the ENGINE POWER IS REDUCED message will display and dealer service will be necessary.

Do This	Don't Do This
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<p>Inform the customer about the importance of taking the messages seriously.</p> <p>Instruct the customer to operate the vehicle within the driving conditions necessary for a self cleaning of the DPF to occur <b>WHEN</b> the message appears.</p>	<p>DO NOT submit a warranty claim for a Diesel Particulate Filter (DPF) Service Regeneration when DTC P2463 is set and a system malfunction is NOT found.</p>
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**"CLEAN EXHAUST FILTER SEE OWNERS MANUAL NOW" or "CLEANING EXHAUST FILTER KEEP DRIVING UNTIL MESSAGE IS CLEARED"**

If either of the messages appear on the driver information center (DIC) then a DPF cleaning (regeneration) is required. This message is 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 regeneration is required based on engine run time, fuel consumed and distance traveled since the last DPF regeneration.

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 message 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 Owners Manual or Diesel Engine Supplement and review the information titled: "Diesel Particulate Filter", in order to familiarize them with the operation of the system.
5. Extended idle time **MUST** be avoided while the message is displayed because the DPF system is not capable of self cleaning at idle.
6. Instruct the customer that the most efficient way to clean the filter is to **DRIVE** the vehicle at more than 30 mph (50 km/h) **UNTIL** the warning message goes **OFF**.
7. Ignoring the message and continuing to drive with the warning message **ON** and the exhaust filter not being cleaned as required will eventually result in the following:
  - 7.1. The malfunction indicator lamp (MIL) will illuminate at which point the DPF warning message will be displayed and a chime will also sound.
  - 7.2. Diagnostic Trouble Code DTC P2463 will be set as a result of excessive soot loading in the DPF.
  - 7.3. The Engine Power Is Reduced message will be displayed. The engine **WILL** operate in reduced engine power when this occurs.
  - 7.4. Once this occurs, self cleaning of the DPF is no longer possible and dealer service will be necessary.
  - 7.5. Possible irreversible damage to the DPF may occur, requiring repair or replacement.
  - 7.6. Advise the customer that if following the diagnostic procedure for DTC P2463 in SI results in a DPF system malfunction NOT BEING found, the Diesel Particulate Filter (DPF) Service Regeneration **SHOULD NOT BE CHARGED TO GM WARRANTY**.

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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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