



Preliminary Information

PIP5370B Diagnostic Tip - Diesel Exhaust Fluid System Contamination

Models

Brand:	Model:	Model Years:	VIN:		Engine:	Transmissions:
			from	to		
Chevrolet	Cruze	2014 - 2016	All	All	2.0 LUZ	All
Chevrolet	Cruze	2017 - 2018	All	All	1.6 LH7	All
Chevrolet	Equinox	2018	All	All	1.6 LH7	All
Chevrolet	Express	2010 - 2016	All	All	6.6 LGH and LML	All
Chevrolet	Express	2017	All	All	2.8 LWN	All
Chevrolet	Silverado	2010 - 2018	All	All	6.6 L5P, LGH and LML	All
GMC	Savana	2010 - 2016	All	All	6.6 LGH and LML	All
GMC	Savana	2017	All	All	2.8 LWN	All
GMC	Sierra	2010 - 2018	All	All	6.6 L5P, LGH and LML	All
GMC	Terrain	2018	All	All	1.6 LH7	All

Supersession Statement

This PI was superseded to update Models and Model Years. Please discard PIP5370A.

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

Condition / Concern

A dealer may encounter a customer's concern of an exhaust fluid quality poor message on the Driver Information Center (DIC), a diesel exhaust fluid warning lamp on or other exhaust fluid quality related concerns.

Recommendations / Instructions

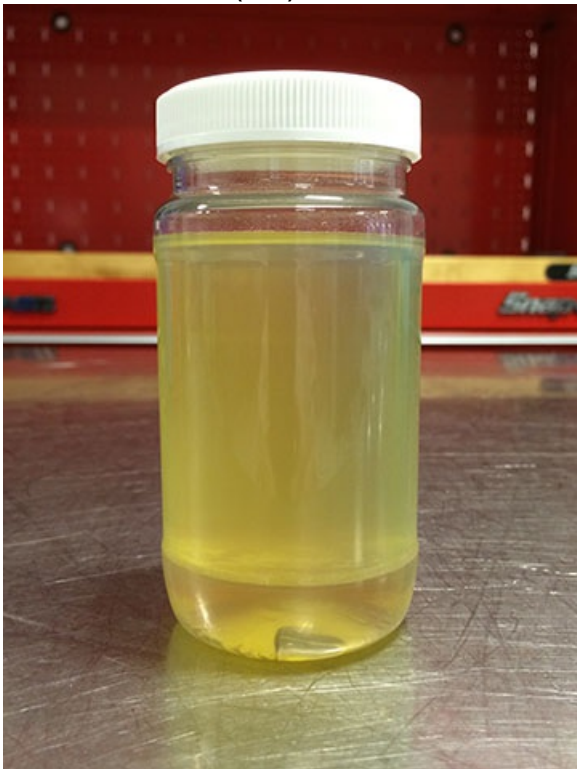
During inspection of the diesel exhaust fluid (DEF) system and it's components, the dealer may find or suspect contamination. Always refer to Service Information for Contaminants in Diesel Exhaust Fluid Diagnosis and use special tools J26568 Coolant and Battery Fluid Tester or EN50422 Diesel Exhaust Fluid Refractometer for fluid testing. Below are examples of DEF mixed with different sources of contamination.



Diesel Exhaust Fluid (DEF) mixed with Brake Fluid.



Diesel Exhaust Fluid (DEF) mixed with Dexcool.



Diesel Exhaust Fluid (DEF) mixed with Diesel Fuel.



Diesel Exhaust Fluid (DEF) mixed with Engine Oil.



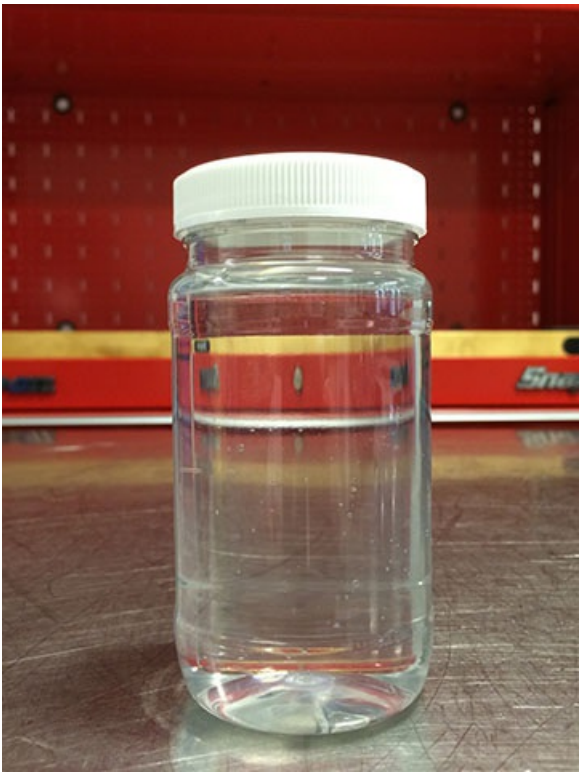
Diesel Exhaust Fluid (DEF) mixed with Power Steering Fluid.



Diesel Exhaust Fluid (DEF) mixed with Transmission Fluid.



Diesel Exhaust Fluid (DEF) mixed with Windshield Washer Fluid.



Diesel Exhaust Fluid (DEF) mixed with Water.

Warranty Information

This PI is being published to help technicians identify signs of contamination in Diesel Exhaust Fluid (DEF). If you see evidence of contamination take appropriate measures to ensure that all of the contaminated fluid is removed from the vehicle. Any components that have failed as a result of contamination should NOT be covered by warranty.

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.



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