



Service Bulletin

File in Section: -

Bulletin No.: 17-NA-117

Date: February, 2018

TECHNICAL

Subject: Reductant System Malfunction Service Bay Test Fails, Malfunction Indicator Lamp (MIL) Illuminated - DTC P20EE, P249D, and/or P249E Set

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Cruze	2017	2017			LH7	

Involved Region or Country	North America, Israel, South America
Condition	<p>Some customers may comment that:</p> <ul style="list-style-type: none"> MIL illuminated <p>Some technicians may find one or more of the following DTC's set:</p> <ul style="list-style-type: none"> P020EE: NOx Catalyst Efficiency Below Threshold P249D: Closed Loop Reductant Injection Control At Limit - Flow Too Low P249E: Closed Loop Reductant Injection Control At Limit - Flow Too High
Correction	<p>Run Reductant System Malfunction Service Bay Test:</p> <ul style="list-style-type: none"> If Reductant System Malfunction Service Bay Test completes but shows fail results, remove the emission reductant fluid injector and inspect the exhaust pipe with a borescope. <p>⇒ If deposits are only seen around the inside of the injector opening, reinstall the injector and perform a reductant injection quantity test. Remove the emission reductant fluid injector again and inspect for fresh diesel exhaust fluid on the deposits.</p> <p>⇒ If the deposits are not wet, Do Not proceed to Service Regen procedure. Refer to SI for further diagnostics on the DTC that has set.</p> <p>⇒ If deposits are wet with fresh exhaust fluid inside the pipe, perform the following procedure.</p> <p>Service Regen:</p> <ol style="list-style-type: none"> Install the emission reductant fluid injector with a new gasket. Warm up the vehicle to operating temperature. Perform Reductant System Malfunction Service Bay Test. Let the car sit over 2 hours or drive around for 15 minutes to cool down. Cycle the ignition. Warm up coolant over 140° F (60° C). Perform Reductant System Malfunction Service Bay Test. <p>If Reductant System Malfunction Warning Service Bay Test does not pass and there is no deposit seen inside the pipe, Refer to DTC P20EE, P249D, or P249E service diagnostic in SI.</p>

Parts Information

Description	Part Number	Qty
GASKET, EXH SYS FRT	55580455	1

Warranty Information

For vehicles repaired under the Bumper-to-Bumper coverage (Canada Base Warranty coverage), use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
4081648*	Emission Reduction Fluid Injector Removal and Pipe Inspection	0.7 hr
Add	Perform Reductant System Malfunction Service Bay Test	1.0 hr
*This is a unique Labor Operation for Bulletin use only.		

Version	2
Modified	February 22, 2018 - Add DTC's, Remove DIC information, Update Condition and Correction sections.

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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