

# Service Update

## N192266750 Incorrect Driver Display Message for Diesel Exhaust Fluid



**Release Date:** October 2019

**Revision:** 00

**Attention:** This service update includes vehicles in dealer inventory and customer vehicles that return to the dealership for any reason. This bulletin will expire at the end of the involved vehicle's New Vehicle Limited Warranty period.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Silverado HD	2020	2020	L5P	Engine-Diesel, 8 Cyl, 6.6L, DI, V8, Turbo, Duramax, Gen 5
GMC	Sierra HD				

Involved vehicles are marked "open" on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

<b>Condition</b>	On certain 2020 model year Chevrolet Silverado and GMC Sierra vehicles that are equipped with a 6.6L diesel engine, may have one or more of the following conditions exist: <ol style="list-style-type: none"><li>1. The instrument panel cluster may incorrectly display the message "DEF Low" when a diesel engine fluid (DEF) controller internal fault is detected (DTC P20FF), instead of displaying the proper "Service DEF System" message.</li><li>2. The customer may complain of excessive engine fan noise at a low vehicle speed.</li><li>3. Under certain conditions, the diagnostic system may set one of the following DTC's when there is no problem with a component: (P20EE, P226D, P16F3 and P129F).</li></ol>
<b>Correction</b>	Dealers are to reprogram the engine control module.

### Parts

No parts are required for this repair.

### Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9104494*	Verified Module Software or Calibration Level: Module Is Programmed with Same Level Software or Calibration	0.2	ZFAT	N/A
9104598*	Engine Control Module Reprogramming with SPS	0.5		

\* To avoid warranty transaction rejections, carefully read and follow the instructions below:

- The SPS Warranty Claim Code must be accurately entered in the "SPS Warranty Claim Code" field of the transaction.
- When more than one Warranty Claim Code is generated for a programming event, it is required to document all Warranty Claim Codes in the "Correction" field on the job card. Dealers must also enter one of the codes in the "SPS Warranty Claim Code" field of the transaction, otherwise the transaction will reject. It is best practice to enter the FINAL code provided by SPS.

### Warranty Claim Code Information Retrieval

If the SPS Warranty Claim Code was not recorded on the Job Card, the code can be retrieved in the SPS system as follows:

1. Open TIS on the computer used to program the vehicle.
2. Select and start SPS.
3. Select Settings.
4. Select the Warranty Claim Code tab.

The VIN, Warranty Claim Code and Date/Time will be listed on a roster of recent programming events. If the code is retrievable, dealers should resubmit the transaction making sure to include the code in the SPS Warranty Claim Code field.

### Service Procedure

**Note:** Carefully read and follow the instructions below.

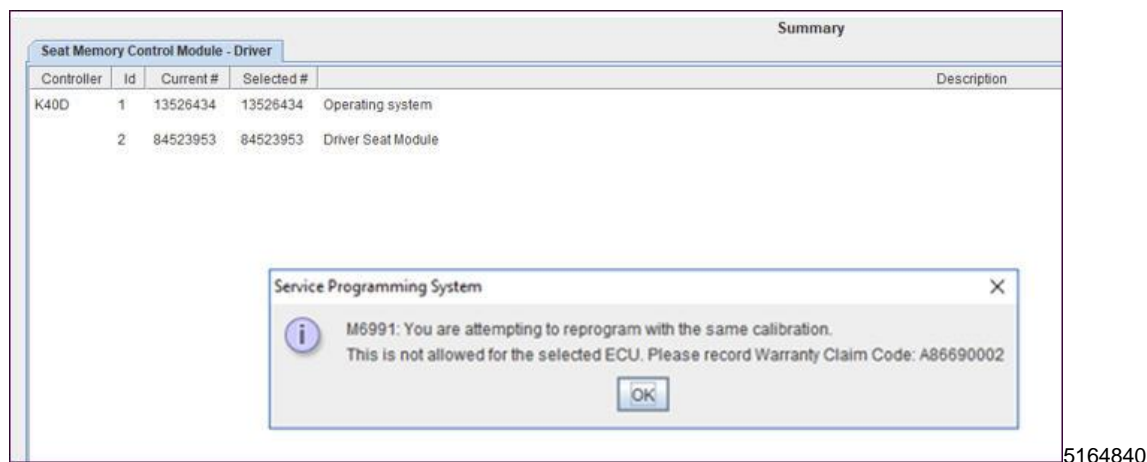
- Ensure the programming tool is equipped with the latest software and is securely connected to the data link connector. If there is an interruption during programming, programming failure or control module damage may occur.

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- Stable battery voltage is critical during programming. Any fluctuation, spiking, over voltage or loss of voltage will interrupt programming. Install a GM Authorized Programming Support Tool to maintain system voltage. Refer to [www.gmdesolutions.com](http://www.gmdesolutions.com) for further information. If not available, connect a fully charged 12V jumper or booster pack disconnected from the AC voltage supply. DO NOT connect a battery charger.
- Turn OFF or disable systems that may put a load on the vehicles battery such as; interior lights, exterior lights (including daytime running lights), HVAC, radio, etc.
- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.

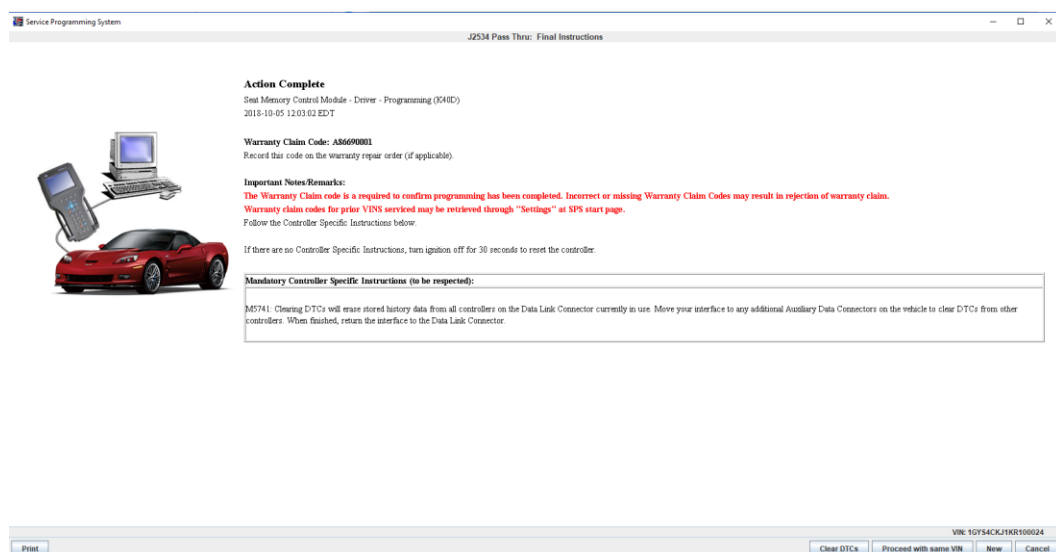


**Note:** If the Same Calibration/Software Warning is noted on the SPS Summary screen, record the warranty claim code (WCC) and select OK and follow screen instructions. After a successful programming event, the WCC is located in the Service Programming System dialogue box of the SPS Summary screen. No further action is required. Refer to the Warranty section of the bulletin.

- Reprogram the Engine Control Module. Refer to *K20 Engine Control Module: Programming and Setup* in SI.
- Using GDS2, navigate to:
  - Module Diagnostics
  - (K20) Engine Control Module
  - Configuration/Reset Functions
  - Reset Functions
  - NOx Sensor 1 Reset- Select "Reset". No confirmation will happen after selecting reset.
  - Select back once.
  - Select NOx Catalyst Redundant Loading Reset-Select "Reset". No confirmation will happen after selecting reset.
  - Select back twice to Control Function
  - Select Particulate Filter Regeneration.
  - Select Particulate Filter Regeneration Enable and select "Enable". DO NOT perform a service regeneration
  - Clear all DTC's

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3. Key off the vehicle and let all modules completely shut down (sleep).
4. Check vehicle for DTC's P0700 and/or U0100. Clear codes as required.
5. Record SPS Warranty Claim Code on job card for warranty transaction submission.

#### Dealer Responsibility

Whenever a vehicle subject to this service update enters your vehicle inventory or is in your facility for service in the future, and the vehicle is still covered under the New Vehicle Limited Warranty, you must take the steps necessary to be sure the service update correction has been made before selling or releasing the vehicle.

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this bulletin must be held and inspected/repaired per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.



GLOBAL SAFETY FIELD INVESTIGATIONS  
DCS5162  
URGENT - DISTRIBUTE IMMEDIATELY

Date: October 1, 2019

Subject: N192266750 - Service Update  
Incorrect Driver Display Message for Diesel Exhaust Fluid

Models: 2020 Chevrolet Silverado HD  
2020 GMC Sierra HD  
Equipped with Engine-Diesel, 8 CYL, 6.6L, Duramax (RPO L5P)

To: All General Motors Dealers

General Motors is releasing Service Update N192266750 today. The total number of U.S. vehicles involved is approximately 34,765. Please see the attached bulletin for details.

**Global Warranty Management (GWM)**

The Required Field Action section on the Investigate Vehicle History (IVH) screen will be updated October 1, 2019. A list of involved vehicles in dealer new inventory is attached to this message. Please hold all warranty transactions until IVH has been updated.

END OF MESSAGE  
GLOBAL SAFETY FIELD INVESTIGATIONS