

Service Update

N192266751 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.
The VINs involved in this bulletin were originally in N192266750 and have been moved to this new bulletin due to having different service procedure steps.

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.

Condition	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">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.2. The customer may complain of excessive engine fan noise at a low vehicle speed.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).
Correction	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
9104624*	Verified Module Software or Calibration Level: Module Is Programmed with Same Level Software or Calibration	0.2	ZFAT	N/A
9104625*	Engine Control Module Reprogramming with SPS	0.7		

* 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.

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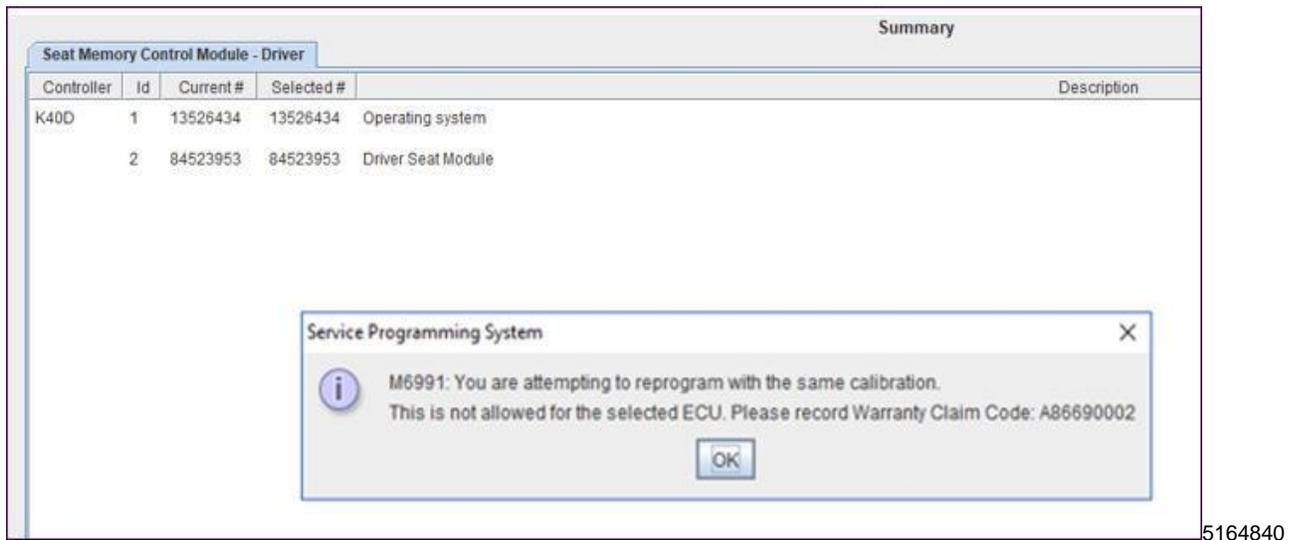
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Service Procedure

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.
- 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 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.



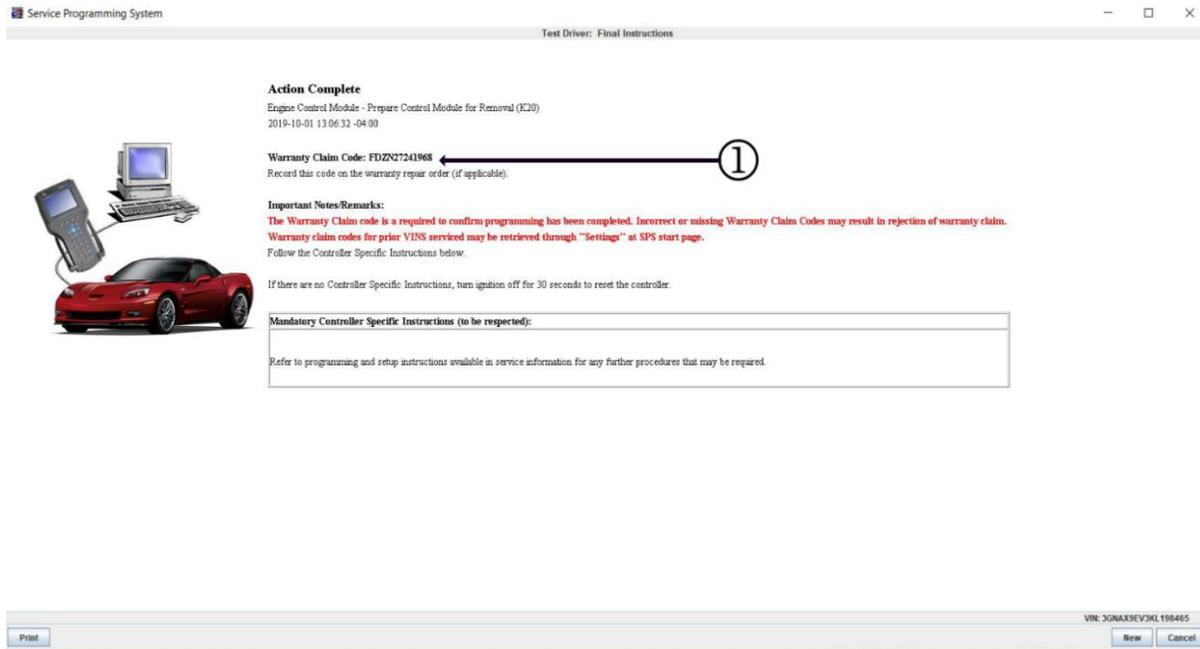
Note: If the Same Calibration/Software Warning is noted on the SPS Summary screen, record the warranty claim code (WCC) and select OK and follow screen instructions. After a successful programming event, the WCC is located in the Service Programming System dialogue box of the SPS Summary screen. No further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

VIN	VCI Number
1GC4YPEY4LF150342	2147638281
1GC4YPEY4LF153760	2147641699
1GT49REY8LF153740	2147641679
1GT49PEY5LF153893	2147641832
1GC4YUEY6LF154021	2147641960
1GC4YUEYXLF153986	2147641925
1GC4YUEY6LF154052	2147641991
1GC4YPEY8LF153549	2147641488
1GC4YNEY3LF136839	2147624778

1. Reprogram the Engine Control Module and select “Programming” then “VCI”.
2. Enter the VCI number associated with the VIN using the table above.
3. Follow on screen instructions.
4. Reprogram the ECM again and select “Replace and Program ECU”
5. Follow on screen instructions.

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Note: To avoid warranty transaction rejections, you **MUST** record the warranty claim code provided on the SPS Warranty Claim Code (WCC) screen on the job card. Refer to callout 1 for the location of the WCC on the SPS screen.

6. Record SPS Warranty Claim Code on job card for warranty transaction submission.
7. 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
8. Key off the vehicle and let all modules completely shut down (sleep).
9. Check vehicle for DTC's P0700 and/or U0100. Clear codes as required.

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/repared 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.

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 tools, equipment, 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 dealer for information on whether your vehicle may benefit from the information.



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URGENT - DISTRIBUTE IMMEDIATELY

Date: October 8, 2019

Subject: N192266751 - 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 N192266751 today. The total number of U.S. vehicles involved is 9. The VINs involved in this bulletin were originally in N192266750 and have been moved to this new bulletin due to having different service procedure steps. 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 8, 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
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