



# Service Bulletin

Bulletin No.: 20-NA-083

Date: April, 2020

## TECHNICAL

**Subject: Low Oil or Add Oil Message Being Displayed on the Driver Information Center (DIC)**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	Escalade	2021	2021			L82, L84, L87, L8T	
Chevrolet	Silverado 1500 (New Model - 12th VIN Digit = 7) – 4WD	2019	2019				
	Silverado 1500 (New Model)	2019	2019				
	Silverado 2500/3500	2020	2021				
	Silverado 1500	2020	2021				
	Suburban	2021	2021				
	Tahoe						
GMC	Sierra 1500 (New Model)	2019	2019				
	Sierra 2500/3500	2020	2021				
	Sierra 1500	2020	2021				
	Yukon	2021	2021				

<b>Involved Region or Country</b>	North America, Europe, Russia, Middle East, Iraq, Israel, Palestine, Argentina, Brazil, Bolivia, Chile, Columbia, Ecuador, Paraguay, Uruguay, Peru, Venezuela, Japan, Cadillac Korea, GM Korea Company, China, Thailand, Egypt, Australia, New Zealand and Africa.
<b>Condition</b>	Some customers may comment that the “Low Oil” or “Add Oil” message is displayed on the driver information center (DIC). – This message may occur prior to the first oil change.
<b>Cause</b>	This condition may be caused by new engine RTV leaches silicone into the engine oil. – When the silicone leaches into the oil. This can contribute to aeration of the oil, causing erroneous oil level switch response. During normal engine operation, the ECM checks the oil level dynamically between the RPM range of 1000-1400 RPM. – Other Small Block engine RPO's will check the oil level at idle. This condition will most likely occur before the first scheduled oil change or after the recent addition of new RTV during an oil pan replacement for example. In addition, the new one-piece oil pan design as used in these engine RPO's, may also increase the vulnerability of this occurring.
<b>Correction</b>	To correct this condition, follow the steps below. 1. Verify engine oil level is full. 2. Verify that there are no oil level switch related DTC's present and that the oil switch reads “ok” using GDS 2 (engine off/ignition on). 3. If DTCs are not present, perform an oil and filter change, then re-evaluate vehicle.

## Service Procedure

Refer to *Engine Oil and Oil Filter Replacement* in SI.

## Parts Information

Causal Part	Description	Part Number	Qty
N/A	Engine Oil	Refer to EPC	
	Oil Filter		

## Warranty Information

For vehicles repaired under the Powertrain coverage, use the following labor operation. Reference the Applicable Warranties section of Investigate Vehicle History (IVH) for coverage information.

Labor Operation	Description	Labor Time
4087368*	Engine Oil and Oil Filter Replacement	0.5 hrs

\*This is a unique Labor Operation for Bulletin use only.

Version	1
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