



# Service Bulletin

Bulletin No.: 19-NA-237

Date: November, 2020

## INFORMATION

**Subject:** Diagnostic Tip - Diesel Exhaust Fluid System Contamination

**This bulletin replaces PIP5370D. Please discard PIP5370D.**

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Colorado	2016	2021			2.8 LWN	
	Cruze	2014	2015			2.0 LUZ	
	Cruze	2017	2020			1.6 LH7	
	Equinox	2018	2019			1.6 LH7	
	Express	2010	2016			6.6 LGH	
	Express	2017	2021			2.8 LWN	
	Silverado	2011	2018			6.6 LGH and LML	
	Silverado 1500	2020	2021			3.0 LM2	
	Silverado 2500/3500	2019	2021			6.6 LP5	
GMC	Canyon	2016	2021			2.8 LWN	
	Savana	2010	2016			6.6 LGH	
	Savana	2017	2021			2.8 LWN	
	Sierra	2010	2018			6.6 L5P, LGH and LML	
	Sierra 1500	2020	2021			3.0 LM2	
	Sierra 2500/3500	2019	2021			6.6 LP5	
	Terrain	2018	2019			1.6 LH7	

<b>Involved Region or Country</b>	North America
<b>Condition</b>	Some customers may comment on one or more of the following conditions: <ul style="list-style-type: none"><li>Exhaust fluid quality poor message on the Driver Information Center (DIC).</li><li>Diesel exhaust fluid warning lamp on.</li><li>Other exhaust fluid quality related concerns.</li></ul>
<b>Cause</b>	This condition may be caused by contamination in the diesel exhaust fluid (DEF) system and it's components.

Correction	<p><b>Note:</b> 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.</p> <p>Refer to SI 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.</p> <p><b>Note:</b> All 2017 and newer model year diesel vehicles, with the exception of the Colorado and Canyon, are equipped with a DEF quality sensor integrated into the DEF tank. The value of this sensor can be read with the scan tool in the reductant data as the Reductant Concentration.</p>
------------	---

Information

Below are examples of DEF mixed with different sources of contamination.



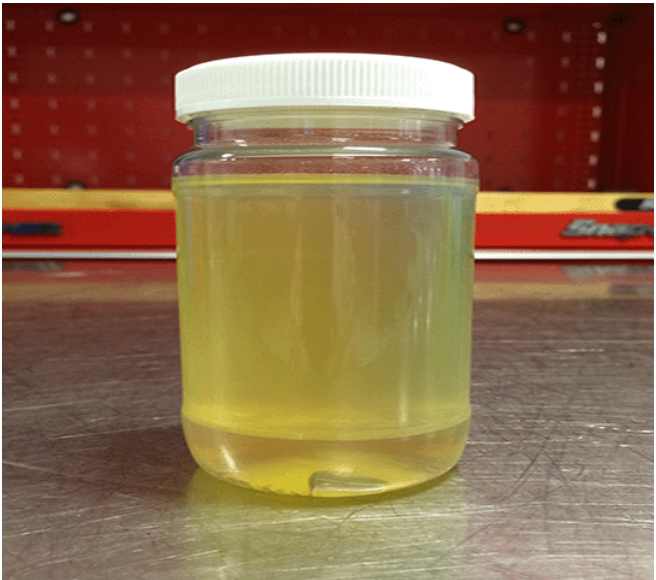
4373640

Diesel Exhaust Fluid (DEF) mixed with Brake Fluid.



4373641

Diesel Exhaust Fluid (DEF) mixed with Dexcool.



4373642

Diesel Exhaust Fluid (DEF) mixed with Diesel Fuel.



4373644

Diesel Exhaust Fluid (DEF) mixed with Engine Oil.





4373645

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



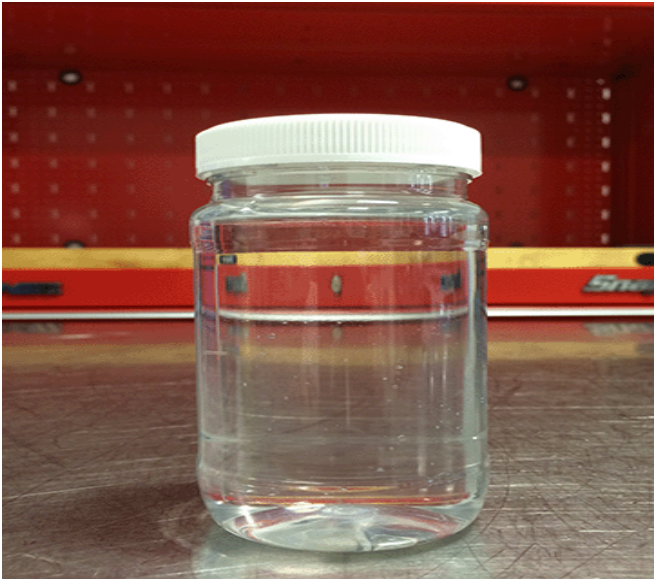
4373647

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



4373646

Diesel Exhaust Fluid (DEF) mixed with Transmission Fluid.



4373648

Diesel Exhaust Fluid (DEF) mixed with Water.

## Warranty Information

This bulletin 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.

<b>Version</b>	2
<b>Modified</b>	Released October 17, 2019 Revised October 27, 2020 - Added 2021 Model Year.

