



# Service Bulletin

Bulletin No.: 19-NA-237

Date: March, 2023

## 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								
Cadillac	Escalade Models	2021	2023	—	—	LM2	—						
	XT4	2020	2023			LSQ							
Chevrolet	Cruze	2014	2015			—		—	LUZ	—			
		2017	2019						LH7				
	Colorado	2016	2022						LWN				
	Equinox	2018	2019						LH7				
	Express	2010	2016						LGH				
		2017	2022						LWN				
	Silverado	2011	2016						LML				
		2017	2018						L5P				
	Silverado 1500	2020	2021						—		—	LM2	—
	Silverado 1500 LTD (RPO J21, VIN Digit 5 = W / Y)	2022	2022										
	Silverado 1500 New (RPO J22, VIN Digit 5 = A / D)											2023	
	Silverado 1500	2019	2024										
	Silverado 4500HD, 5500HD and 6500HD	2019	2023									L5D	
	Suburban	2021	2023									LM2	
Tahoe	2021	2023	LM2										

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
GMC	Savana	2010	2016	—	—	LGH	—
		2017	2022			LWN	
	Sierra	2011	2016			LML, LGH	
		2017	2018			L5P	
	Sierra 1500	2020	2021			LM2	
	Sierra 1500 Limited (RPO J21, VIN Digit 5 = 8 / 9)	2022	2022				
	Sierra 1500 New (RPO J22, VIN Digit 5 = H / U)						
	Sierra 1500	2023	2023			LZ0	
	Sierra 2500/3500	2019	2024			L5P	
Yukon Models	2021	2023	LM2				

<b>Involved Region or Country</b>	United States, Canada, Europe, Middle East, Israel, Palestine, GM Korea Company, Thailand, Australia/New Zealand
<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.
<b>Correction</b>	<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**

**Important: Service agents must comply with all International, Federal, State, Provincial, and/or Local laws applicable to the activities it performs under this bulletin, including but not limited to handling, deploying, preparing, classifying, packaging, marking, labeling, and shipping dangerous goods. In the event of a conflict between the procedures set forth in this bulletin and the laws that apply to your dealership, you must follow those applicable laws.**

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



4373640

Diesel Exhaust Fluid (DEF) mixed with Brake Fluid.



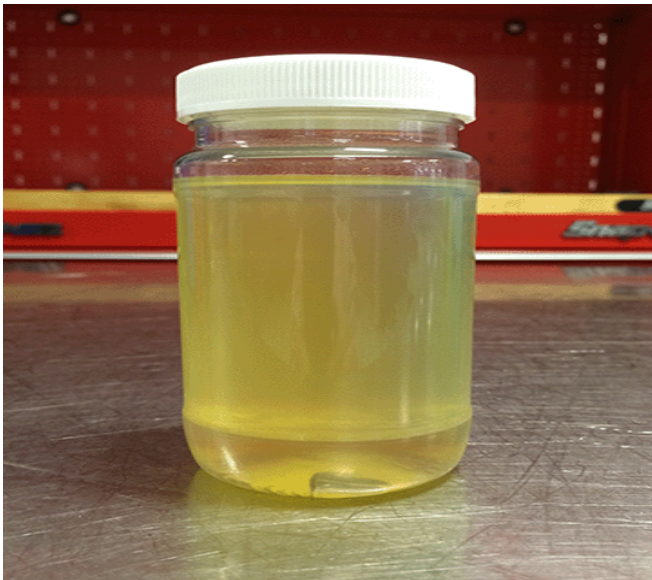
4373641

Diesel Exhaust Fluid (DEF) mixed with Dexcool.



4373644

Diesel Exhaust Fluid (DEF) mixed with Engine Oil.



4373642

Diesel Exhaust Fluid (DEF) mixed with Diesel Fuel.



4373645

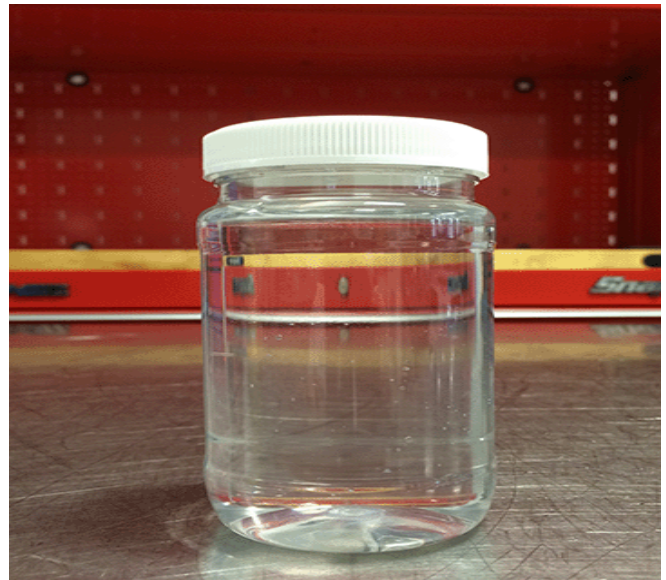
Diesel Exhaust Fluid (DEF) mixed with Power Steering Fluid.





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.



4373647

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

<b>Version</b>	5
<b>Modified</b>	Released October 17, 2019 Revised October 27, 2020 – Added 2021 Model Year. Revised January 10, 2022 – Added 2022 Model Year. Revised September 12, 2022 – Added 2023 Model Year and Important statement under Information. Revised March 16, 2023 – Added the 2024 Model Year for the Silverado/Sierra 2500/3500 trucks, XT4 with LSQ model and updated the Involved Region or Country section.

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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