



Service Bulletin

Bulletin No.: 23-NA-138

Date: August, 2023

INFORMATION

Subject: Diagnostic Tip for Malfunction Indicator Lamp (MIL) Illuminated - DTC P2C7A, P2BAA, P20FE, and/or P2EAD Set

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Cadillac	Escalade Models	2021	2023				
Chevrolet	Silverado 1500	2020	2021			LM2, LZ0	—
	Silverado 1500 - LTD (RPO J21, VIN Digit 5 = W/Y)	2022	2022				
	Silverado 1500 - New (RPO J22, VIN Digit 5 = A/D)						
	Silverado 1500	2023	2024				
	Suburban	2021	2023				
	Tahoe						
GMC	Sierra 1500	2021	2021				
	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	2024				
	Yukon Models	2021	2023				

Involved Region or Country	North America, Israel, Palestine, Middle East
Condition	<p>Some customers may comment that the MIL is illuminated. Some technicians may comment on one or more of the following DTCs set in the Engine Control Module (ECM):</p> <ul style="list-style-type: none"> • P2C7A • P2BAA • P20FE • P2EAD
Cause	This condition may be caused by the formation of crystals forming on the DEF injector or in the exhaust.



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The graphic above is an example of a partially blocked DEF injector.

Deposits like this can block the flow of DEF out of the injector resulting in the vehicle setting P2BAA on LM2 powered vehicles, P20EF on the first injector of a LZ0 powered vehicle, or P2EAD on the second injector of a LZ0 powered vehicle. These crystals can be cleaned with warm water and a soft brush.

Information



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The graphic above is an example of a blocked SCR.

This cutaway of the exhaust system illustrates how crystals can form to prevent the flow of DEF onto the NOx Catalytic Converter. This type of blockage could certainly cause a P20EE or P2C7A. These deposits can be cleaned by performing a service regeneration.

The main contributor to these crystals forming are induction leaks and exhaust leaks. It is also important to not reuse the seal or the clamp on a DEF injector once removed. Always clean the sealing surface prior to installing the injector.

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.

Version	1
Modified	Released August 11, 2023

