



Service Bulletin

Bulletin No.: 16-NA-244

Date: August, 2024

INFORMATION

Subject: Information on Diesel Exhaust Fluid (DEF)

Brand:	Model:	Model Year:		VIN:		Engine: (Diesel)	Transmis- sion:	
		from	to	from	to			
Cadillac	Escalade Models	2021	2024					
Chevrolet	Cruze	2014	2015					
	Cruze (GEN II VIN B)	2017	2019					
	Colorado	2016	2022					
	Express	2010	2022					
	Equinox	2018	2019					
	Silverado	2011	2018					
	Silverado 1500 (New Model)	2020	2021					
	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	2025			L5D, L5P, LM2, LML, LGH, LUZ, LWN, LH7, LZ0		
	Silverado 2500HD/3500HD	2019						
	Silverado 4500HD, 5500HD and 6500HD	2019						
	Suburban	2021						
Tahoe								
GMC	Canyon	2016	2022					
	Savana	2010	2022					
	Sierra	2011	2018					
	Sierra 1500 (New Model)	2020	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	2025					
	Sierra 2500HD/3500HD	2019						
	Terrain	2018	2019					
	Yukon Models	2021	2025					

Involved Region or Country	North America, Europe, Uzbekistan, Russia, Middle East, Iraq, Israel, Palestine, Argentina, Brazil, Bolivia, Chile, Colombia, Ecuador, Paraguay, Peru, Uruguay, Venezuela, Japan, GM Korea Company, China, Taiwan, Thailand, Singapore, Philippines, Australia/New Zealand, Egypt, Other Africa, South Africa.
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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.

General Information

Note: DEF usage will vary depending on: driving style, trailer towing, loaded vehicle weight, weather, idle time, PTO usage.

On vehicles without a DEF Gauge, as a general rule, when the DIC shows a DEF level of anything except OK, you can add at least 2.5 gallons (9.5L). The amount to add to top off will vary.

Diesel Exhaust Fluid (DEF) is required to maintain normal vehicle operation and emissions compliance. When filling the DEF tank, there may be a short delay before detecting the increased level of fluid and updating the Driver Information Center (DIC).

Diesel Exhaust Fluid (DEF) has a shelf life of 2 years. However, this can be reduced if the fluid is exposed to direct sunlight or above 30°C (86°F) for sustained periods. All DEF packaging should be labeled with a production date.

The Driver Information Center (DIC) will display a series of messages regarding the amount of DEF that is available. When mileage countdown is zero, the vehicle speed is reduced. Refer to Owners Manual.

Cold Weather Operation Information

DEF freezes when exposed to temperatures below -11°C (12°F). In cold conditions it is normal for DEF to freeze. The tank and delivery lines are heated to thaw frozen DEF. When filling the tank in cold conditions, the vehicle may not recognize the new level until the tank thaws. In certain cold conditions, it is possible to find some frozen DEF in the DEF fill pipe opening. If you are expecting to be in extremely cold areas, it is recommended to fill the tank prior to cold temperature exposure.

Version	9
Modified	Released August 01, 2016 Revised December 20, 2016 – Updated the Model years and added the Chevrolet Cruze, Colorado and GMC Canyon models. Revised September 05, 2017 – Updated Model Years. Revised October 29, 2020 – Updated Model Years. Revised January 06, 2022 – Updated the Model Years and added the Chevrolet Silverado 1500 (New Model) and 4500, 5500 and 6500HD models. Revised September 14, 2022 — Added the 2023 Model Year, Added Yukon, Suburban, Escalade Models. Revised March 16, 2023 – Added the 2024 Model Year to the 2500/3500 Heavy Duty Trucks. Revised August 01, 2023 – Added the 2024 Model Year to the Silverado 1500 and Sierra 1500. Revised August 09, 2024 - Added 2025 to Model Year and 2024 Escalade.

