



Service Bulletin

Bulletin No.: 19-NA-237

Date: August, 2024

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	2024			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				
	Silverado 1500 LTD (RPO J21, VIN Digit 5 = W / Y)	2022	2022			LM2	
	Silverado 1500 New (RPO J22, VIN Digit 5 = A / D)						
	Silverado 1500	2023	2025	—	—	LZ0	—
	Silverado 2500/3500	2019	2025			L5P	
	Silverado 4500HD, 5500HD and 6500HD	2019	2025			L5D	
Suburban	2021	2025			LM2, LZ0		
Tahoe							
GMC	Savana	2010	2016			LGH	
		2017	2022			LWN	
	Sierra	2011	2016			LML, LGH	
		2017	2018			L5P	
	Sierra 1500	2020	2021				
	Sierra 1500 Limited (RPO J21, VIN Digit 5 = 8 / 9)	2022	2022			LM2	
	Sierra 1500 New (RPO J22, VIN Digit 5 = H / U)						
Sierra 1500	2023	2025			LZ0		

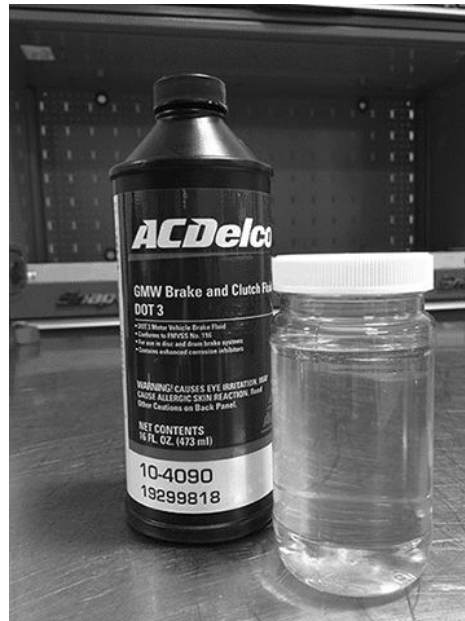
Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
	Sierra 2500/3500	2019	2025			L5P	
	Yukon Models	2021	2025			LM2, LZ0	

Involved Region or Country	United States, Canada, Europe, Middle East, Israel, Palestine, Thailand, Australia/New Zealand
Condition	Some customers may comment on one or more of the following conditions: <ul style="list-style-type: none"> Exhaust fluid quality poor message on the Driver Information Center (DIC). Diesel exhaust fluid warning lamp on. Other exhaust fluid quality related concerns.
Cause	This condition may be caused by contamination in the diesel exhaust fluid (DEF) system and it's components.
Correction	<p>Note: 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>Note: 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

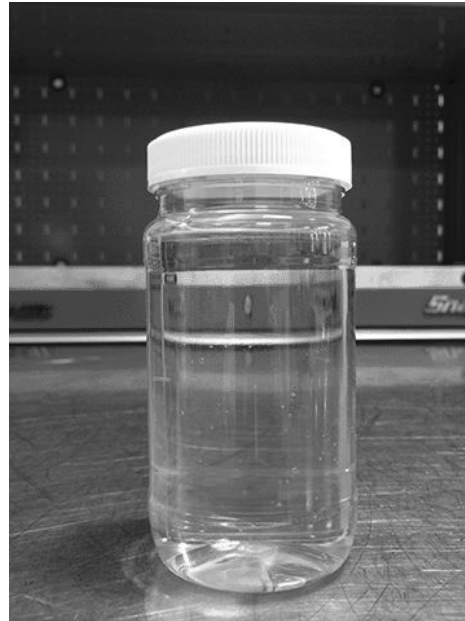
Diesel Exhaust Fluid (DEF) mixed with Power Steering Fluid.



Diesel Exhaust Fluid (DEF) mixed with Transmission Fluid.

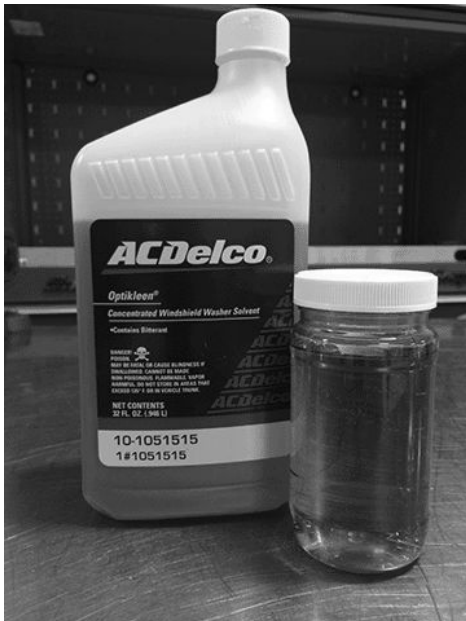
4373646

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



Diesel Exhaust Fluid (DEF) mixed with Water.

4373648



4373647

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.

Version	7
Modified	<p>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. Revised April 05, 2023 – Removed GM Korea Company from Involved Region or Country section. Revised August 09, 2024 - Added 2025 to Model Year and 2024 Escalade.</p>

