Service Bulletin

Bulletin No.: PIE0811A

Date: January, 2025

ENGINEERING INFORMATION

Subject: **Engineering Information - Service Engine Soon, Service Emission System, and/or Service Exhaust Fluid System Message on Driver Information Center (DIC), DTCs P249C, P20E8 Set**

Attention: **Proceed with this EI ONLY if the customer has commented about this concern AND the PIE number is listed in the Global Warranty Management / Investigate History link (GWM/IVH). If the customer has not commented about this condition or the EI does not show in GWM/IVH, disregard the PIE, and proceed with diagnostics found in published service information. THIS IS NOT A RECALL refer to Service Bulletin 04-00-89-053 for more details on the use of Engineering Information bulletins.**

This EI has been revised to add Breakpoint and Note under Correction. Please discard PIE0811.

Brand:	Model:	Model Year:		Breakpoint:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Silverado 1500	2024	2025	ONLY for vehicles having under 3000 miles		Equipped with 3.0L (RPO LZ0)	—
GMC	Sierra 1500						

Involved Region or Country	U.S. Dealers ONLY
Condition	Some customers may comment on having one or more of the following messages showing on the Driver Information Center (DIC). • Service Engine Soon • Service Emission System • Service Exhaust Fluid System Technicians may fine one or both DTCs set. • P249C - Excessive Time to Enter Closed Loop Reductant Injection Control • P20E8 - Reductant Low Pressure
Cause	GM Engineering is attempting to determine the root cause of the above condition. Engineering has a need to gather information on vehicles PRIOR to repair that may exhibit this condition. As a result, this information will be used to "root cause" the customer's concern and develop/validate a field fix.

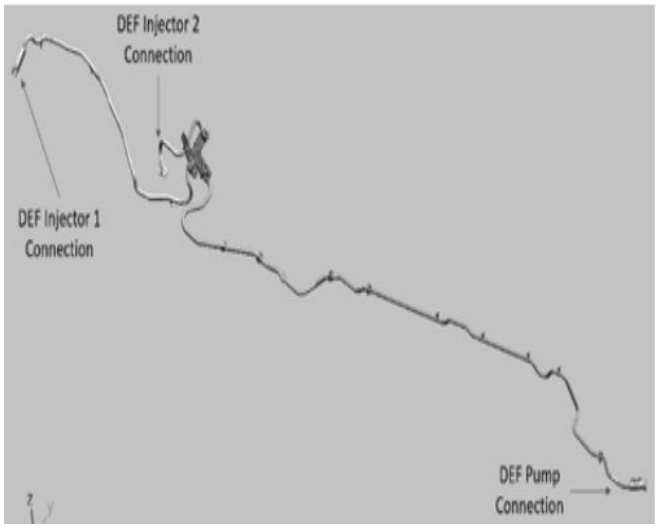
Correction

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.

If you encounter a vehicle with the above concern, perform the following steps and contact the engineer listed below:

Note: DEF consumption and gauge issues especially when towing, they need to review bulletin 24-NA-196. For the DEF pump function issues, they need to refer to bulletin 22-NA-150. The Engineering Investigation is specific to DEF system leaks and relate codes ONLY, and any calls related to other subjects cannot be answer.

1. Perform a Reductant System Leak Test. Does the test pass?
    1.1. If yes, refer to SI for the diagnostic procedure for DTC P249C and/or P20E8.



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1.2. If no, is there a leak at the Emission Reduction Fluid Exhaust Front Pipe Injector Supply Pipe, or at one of the two connections to the Reductant Fluid Injector, or the Emission Reduction Fluid Pump Outlet Port, as shown in the picture above.

Note: If possible, take a clear close-up picture of the connection interface, as shown in the picture above.

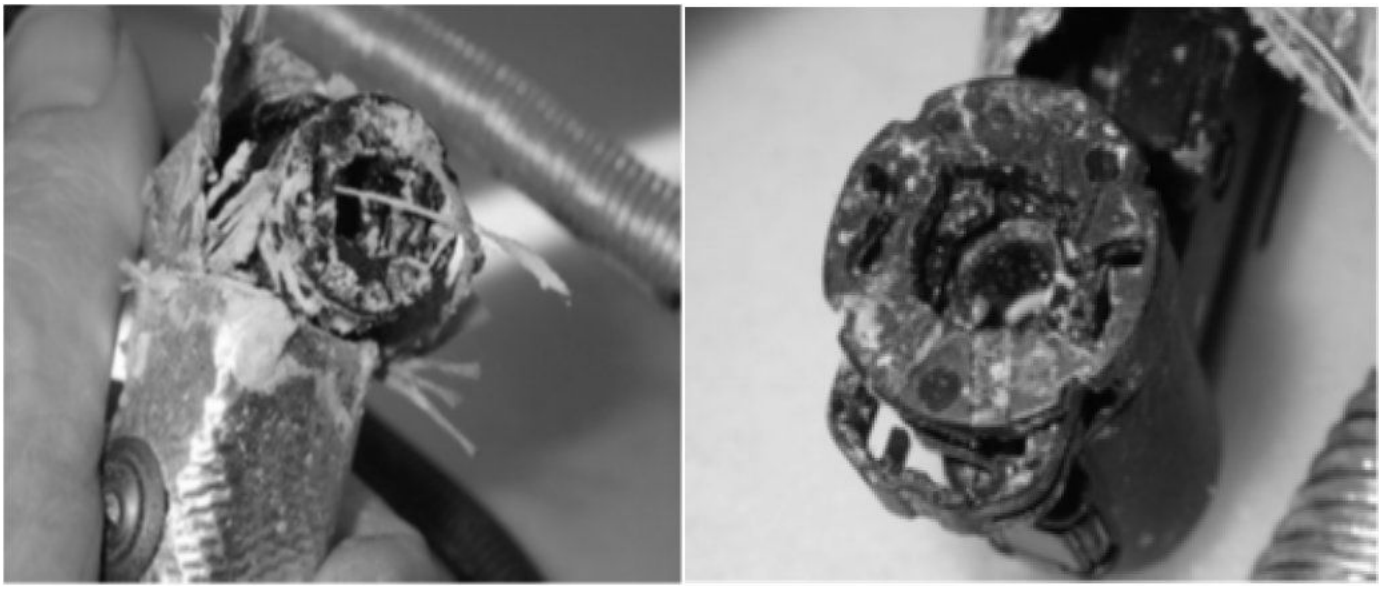
1.3. If no, refer to SI for the diagnostic procedure for DTC P249C and/or P20E8.

1.4. If yes, is the Emission Reduction Fluid Exhaust Front Pipe Injector Supply Pipe or the connector damaged in any way?

1.5. If yes, replace the Emission Reduction Fluid Exhaust Front Pipe Injector Supply Pipe, perform a Reductant System Tamper Warning Service Bay Test, and release the vehicle back to the customer.

1.6. If no, contact the engineer listed below first, **then** follow the Cleaning Procedure outlined below, perform a Reductant System Tamper Warning Service Bay Test, and release the vehicle back to the customer.

Cleaning Procedure



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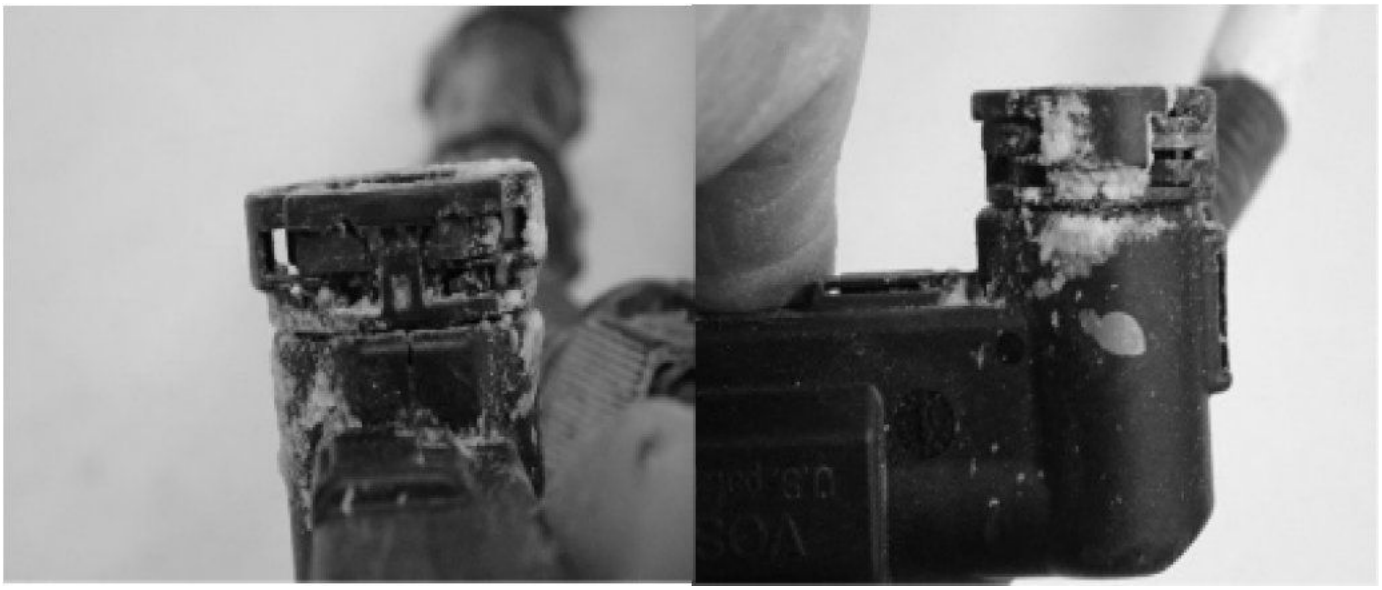

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The Emission Reduction Fluid Exhaust Front Pipe Injector Supply Pipe may be contaminated with crystallized DEF in or around the connector, as shown in the pictures above. This procedure outlines the correct cleaning procedure before attempting to re-connect the Emission Reduction Fluid Exhaust Front Pipe Injector Supply Pipe to the Reductant Fluid Injector or the Emission Reduction Fluid Pump Outlet Port.

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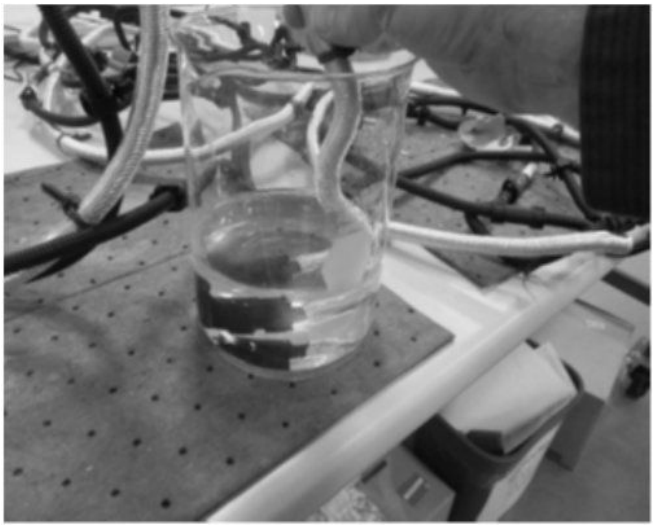
Note: This procedure cannot be performed if the Emission Reduction Fluid Exhaust Front Pipe Injector Supply Pipe connector is contaminated with other forms of contaminants such as frame wax or dirt inside the connector, as shown in the picture above. If this is the case, DO NOT perform the cleaning procedure as the Emission Reduction Fluid Exhaust Front Pipe Injector Supply Pipe will need to be replaced.

1. Fill a clean container with fresh DEF.
2. Remove or pull back the heat protecting hood from the Emission Reduction Fluid Exhaust Front Pipe Injector Supply Pipe connector end if present.
3. Fully disconnect the Emission Reduction Fluid Exhaust Front Pipe Injector Supply Pipe connector from the Reductant Fluid Injector or the Emission Reduction Fluid Pump Outlet Port by following the Removal Procedure outlined below (detach any clips or liners as needed for access). Wipe off any dust or dirt present on the outside of the connector.



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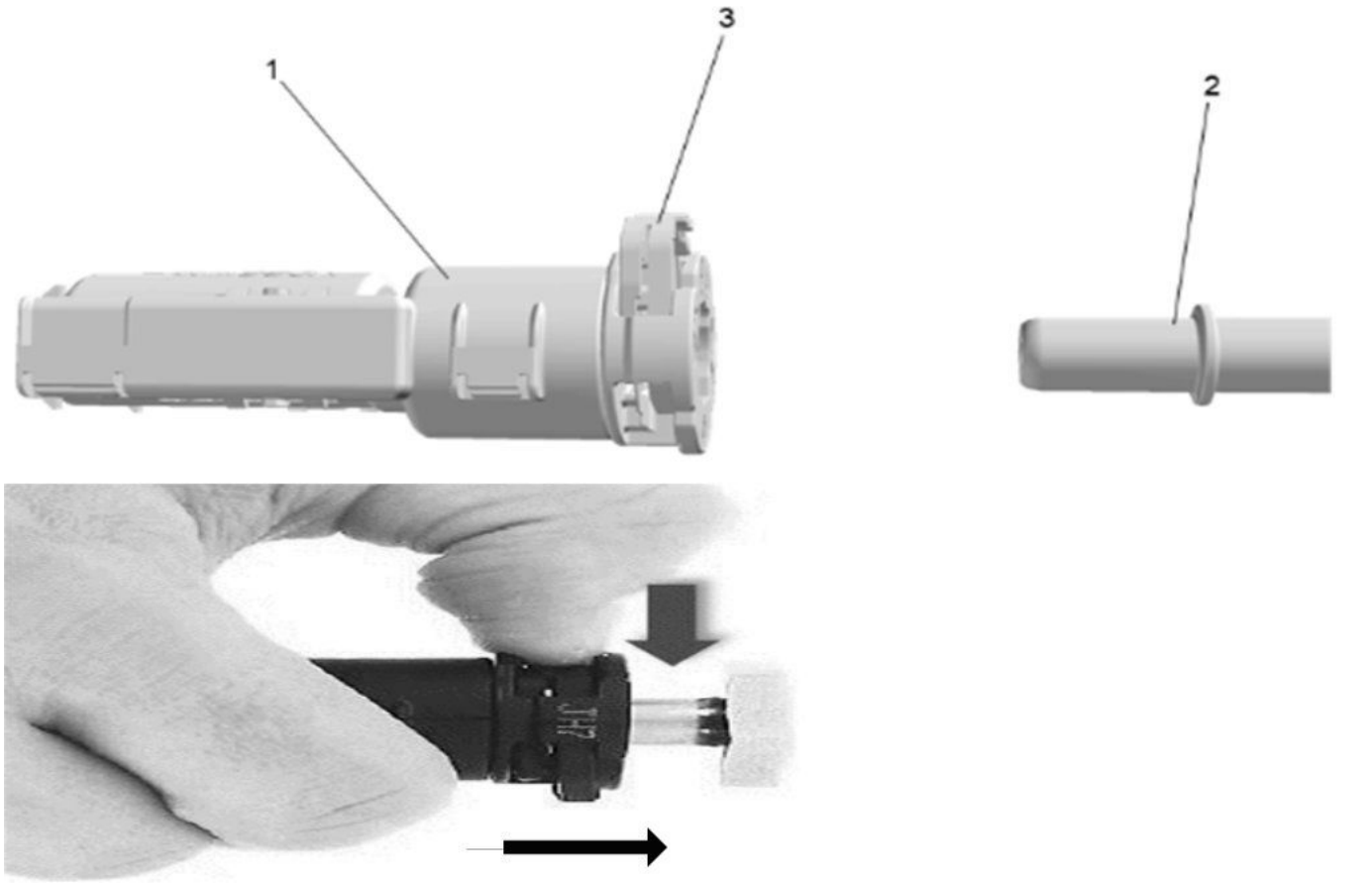
4. Submerge the Emission Reduction Fluid Exhaust Front Pipe Injector Supply Pipe connector end into the container filled with DEF, ensuring the open end of the connector is facing up, as shown in the picture above, and hold for 1 min. Swash around the connector while it is submerged in DEF for another minute to dislodge any crystals embedded inside the connector
5. Which side is the Emission Reduction Fluid Exhaust Front Pipe Injector Supply Pipe disconnected?

5.1. For the Reductant Fluid Injector side: To clear any contamination within the connector interface command the Control Function: Reductant Pump at 50% duty cycle, while the connector is still in the container, for a time span of 5 to 10 seconds.

5.2. For the Emission Reduction Fluid Pump Outlet Port side: Proceed to the next step.

6. Inspect the Emission Reduction Fluid Exhaust Front Pipe Injector Supply Pipe connector end for any remaining crystallization and repeat the steps above if needed.
7. With a clean rag, wipe off any crystallized DEF on the male pin of the Reductant Fluid Injector or the Emission Reduction Fluid Pump Outlet Port.
8. Re-connect the Emission Reduction Fluid Exhaust Front Pipe Injector Supply Pipe connector to the Reductant Fluid Injector or the Emission Reduction Fluid Pump Outlet Port as per the installation procedure outlined below immediately to avoid re-crystallization. Re-install heat protecting hood if applicable.

Removal Procedure



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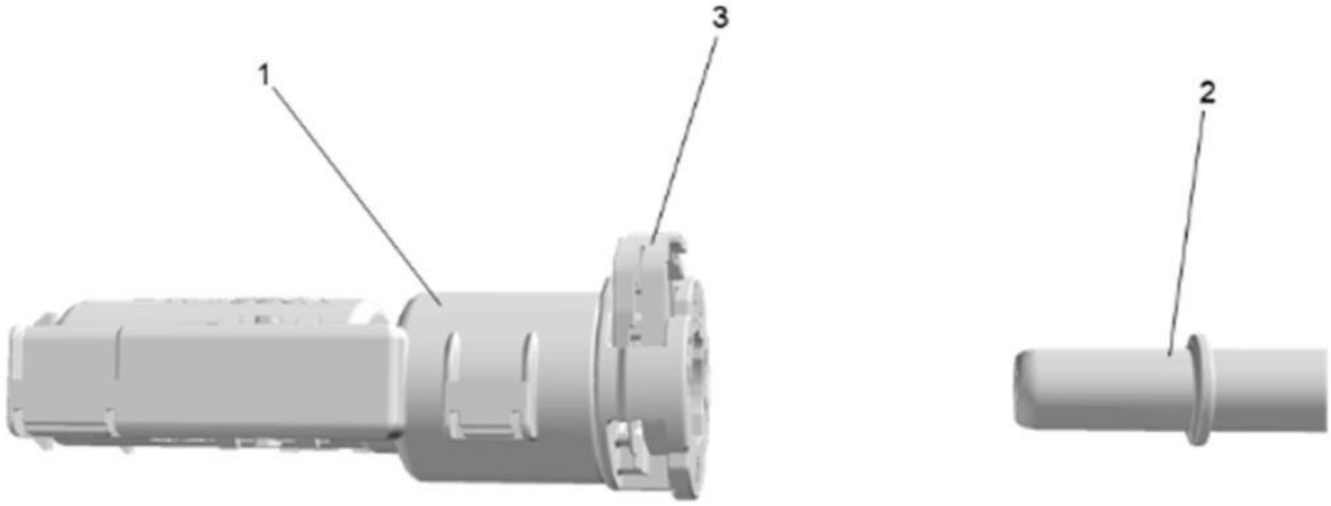
Depress the tab (3) while pushing the female side (1) towards male connector (2) and pull female side (1) straight out to disconnect, as shown in the picture above.

Installation Procedure



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Push the Female Side (1) towards the male connector (2) all the way in, until an audible click is heard (if no audible click is heard, pull on the female connector (1) outward to ensure retention). Some connectors may have a locking tab that pops up, activate the locking tab by pressing down on the tab (3) (while keeping pressure towards the male connector (2)). Once latched, pull on the female connector (1) outward to ensure connection is made, as shown in the picture above.

Contact Information

The Contact Information has been redacted.

Please include the following information if leaving a message:

- Technician name
- Dealer name and phone number
- Complete VIN and repair order (R.O) number

On the repair order, document the date and time the call was placed (even if the engineer was not reached).

If engineering is unable to return the call within one hour, proceed with diagnosis and repair based on information found in SI.

Warranty Information

If an engineer was contacted or required information was provided, use:

Labor Operation	Description	Labor Time
4089408*	Engineering Information - Service Engine Soon, Service Emission System, Service Exhaust Fluid System Message on (DIC), DTCs Set	1.0 Hrs.
*This is a unique Labor Operation for bulletin use only.		

Version	2
Modified	Released January 08, 2025 Revised January 21, 2025 - Added Breakpoint and Note under Correction.