

GLOBAL SAFETY FIELD INVESTIGATIONS
DCS5333
URGENT - DISTRIBUTE IMMEDIATELY

Date: February 14, 2020

Subject: N192266750-02 - Service Update
Incorrect Driver Display Message for Diesel Exhaust Fluid
Revised Warranty Information, Parts and Service Procedure

Models: 2020 Chevrolet Silverado HD
2020 GMC Sierra HD
Equipped with Engine-Diesel, 8 CYL, 6.6L, Duramax (RPO L5P)

To: All General Motors Dealers

This bulletin has been revised in the parts, warranty and service procedure sections.
Please discard all previous copies of N192266750.

END OF MESSAGE
GLOBAL SAFETY FIELD INVESTIGATIONS

Service Update

N192266750 Incorrect Driver Display Message for Diesel Exhaust Fluid



Release Date: February 2020

Revision: 02

Revision Description: This bulletin has been revised in the parts, warranty and service procedure sections. Please discard all previous copies of N192266750.

Attention: This service update includes vehicles in dealer inventory and customer vehicles that return to the dealership for any reason.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Silverado HD	2020	2020	L5P	Engine-Diesel, 8 Cyl, 6.6L, DI, V8, Turbo, Duramax, Gen 5
GMC	Sierra HD				

Involved vehicles are marked "open" on the Investigate Vehicle History screen in GM Global Warranty Management system. This site should always be checked to confirm vehicle involvement prior to beginning any required inspections and/or repairs.

Condition	On certain 2020 model year Chevrolet Silverado and GMC Sierra vehicles that are equipped with a 6.6L diesel engine, may have one or more of the following conditions exist: 1. The instrument panel cluster may incorrectly display the message "DEF Low" when a diesel exhaust fluid (DEF) controller internal fault is detected (DTC P20FF), instead of displaying the proper "Service DEF System" message. 2. The customer may complain of excessive engine fan noise at a low vehicle speed. 3. Under certain conditions, the diagnostic system may set one of the following DTC's when there is no problem with a component: (P20EE, P226D, P16F3 and P129F).
Correction	Dealers are to reprogram the engine control module and perform NOx and Catalyst Resets and Regen Enable.

Parts

No parts are required for this repair unless the vehicle comes in with code P24B0.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9104494*	Verified Module Software or Calibration Level: Module Is Programmed with Same Level Software or Calibration Add: Exhaust Particulate Sensor Replacement	0.2 -	ZFAT	N/A
		0.4		
9104598*	Engine Control Module Reprogramming with SPS (NOX & Catalyst Resets and Regen Enable) **	0.5 -		
	Add: Exhaust Particulate Sensor Replacement	0.4		

* To avoid warranty transaction rejections, carefully read and follow the instructions below:

- The SPS Warranty Claim Code must be accurately entered in the "SPS Warranty Claim Code" field of the transaction.
- When more than one Warranty Claim Code is generated for a programming event, it is required to document all Warranty Claim Codes in the "Correction" field on the job card. Dealers must also enter one of the codes in the "SPS Warranty Claim Code" field of the transaction, otherwise the transaction will reject. It is best practice to enter the FINAL code provided by SPS.

** Includes NOx and Catalyst reset, Regen Enable and clearing all vehicle DTC's using GDS2.

Warranty Claim Code Information Retrieval

If the SPS Warranty Claim Code was not recorded on the Job Card, the code can be retrieved in the SPS system as follows:

1. Open TIS on the computer used to program the vehicle.
2. Select and start SPS.
3. Select Settings.
4. Select the Warranty Claim Code tab.

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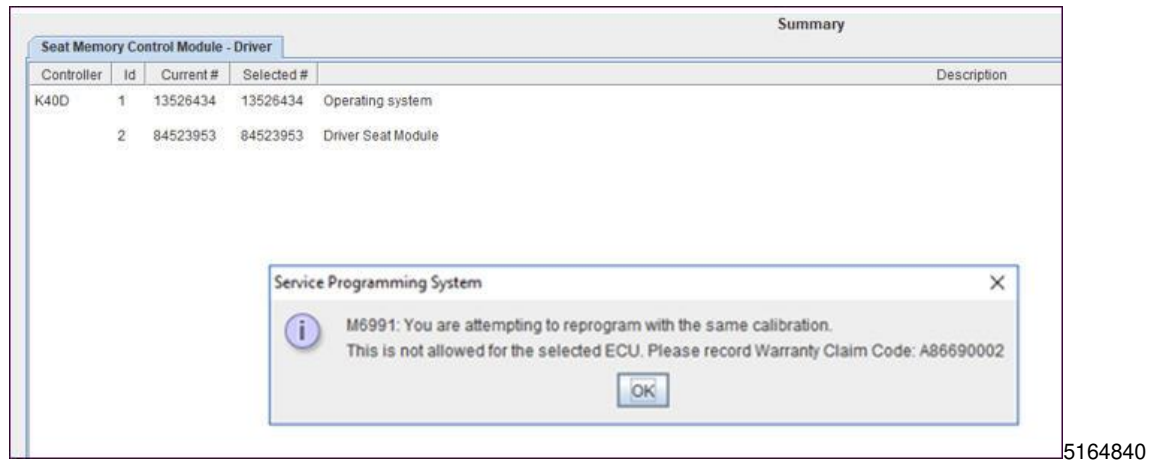


The VIN, Warranty Claim Code and Date/Time will be listed on a roster of recent programming events. If the code is retrievable, dealers should resubmit the transaction making sure to include the code in the SPS Warranty Claim Code field.

Service Procedure

Note: Carefully read and follow the instructions below.

- Ensure the programming tool is equipped with the latest software and is securely connected to the data link connector. If there is an interruption during programming, programming failure or control module damage may occur.
- Stable battery voltage is critical during programming. Any fluctuation, spiking, over voltage or loss of voltage will interrupt programming. Install a GM Authorized Programming Support Tool to maintain system voltage. Refer to www.gmdesolutions.com for further information. If not available, connect a fully charged 12 V jumper or booster pack disconnected from the AC voltage supply. DO NOT connect a battery charger.
- Turn OFF or disable systems that may put a load on the vehicles battery such as; interior lights, exterior lights (including daytime running lights), HVAC, radio, etc.
- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.



Note: If the Same Calibration/Software Warning is noted on the SPS Summary screen, record the warranty claim code (WCC) and select OK and follow screen instructions. After a successful programming event, the WCC is located in the Service Programming System dialogue box of the SPS Summary screen. No further action is required. Refer to the Warranty section of the bulletin.

1. Using GDS2, check the Engine Control Module (ECM) for the presence of DTC P24B0.
 - 1.1. If DTC P24B0 is present, replace the particulate matter sensor. Refer to *Exhaust Particulate Sensor Replacement* in SI.
2. Reprogram the Engine Control Module. Refer to *K20 Engine Control Module: Programming and Setup* in SI.

Caution: When performing the crankshaft variation relearn, make sure the steering wheel is straight and no steering input is being put on the steering wheel. Damage to the power steering pump can be induced if the wheels are turned and the pump experiences high RPMs.

Caution: Applying the brakes with significant force while revving the engine at high RPMs will damage the power steering pump.

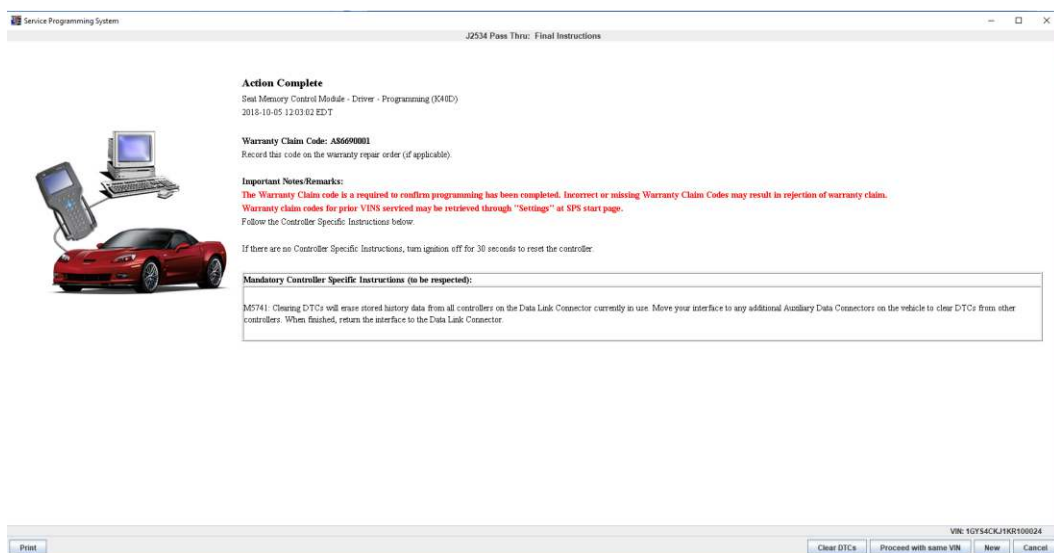
3. Using GDS2, navigate to:
 - Module Diagnostics
 - (K20) Engine Control Module
 - Configuration/Reset Functions
 - Reset Functions
 - NOx Sensor 1 Reset- Select "Reset". No confirmation will happen after selecting reset.

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- Select back once.
- Select NOx Catalyst Redundant Loading Reset-Select "Reset". No confirmation will happen after selecting reset.
- Select back twice to Control Function
- Select Particulate Filter Regeneration.
- Select Particulate Filter Regeneration Enable and select "Enable". DO NOT perform a service regeneration
- Clear all DTC's



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4. Key off the vehicle FOR GREATER THAN ONE MINUTE to assure all modules completely shut down (sleep). Failure to allow full sleep cycle will result in malfunction codes to be set with a CEL. Check vehicle for DTC's P0700 and/or U0100. Clear codes as required.
5. On the next key cycle, if the CEL illuminates inspect for DTC's P0700 and/or U0100. Clear codes as required.
6. Record SPS Warranty Claim Code on job card for warranty transaction submission.

Dealer Responsibility

Whenever a vehicle subject to this service update enters your vehicle inventory or is in your facility for service in the future, you must take the steps necessary to be sure the service update correction has been made before selling or releasing the vehicle.

All new, used, GM Certified Used, courtesy transportation vehicles, dealer shuttle vehicles, etc. in dealers' possession and subject to this bulletin must be held and inspected/repared per the service procedure of this bulletin before customers take possession of these vehicles. Involved vehicles must be held and not delivered to customers, dealer-traded, released to auction, used for demonstration, or any other purpose.

All GM Certified Used vehicles currently in the dealers' inventory within the Certified Pre-Owned Inventory System (CPOIS) will be de-certified and must be held and remedied per the service procedure in this bulletin. Upon submitting an accepted/paid warranty transaction in the Global Warranty Management (GWM) system, the vehicle can be re-certified for sale within the CPOIS system, or once again be used in the CTP program.

