



Service Bulletin

Bulletin No.: 10-06-05-002M

Date: August, 2023

INFORMATION

Subject: Clean Exhaust Filter See Owners Manual Now, Cleaning Exhaust Filter Keep Driving Until Message is Cleared or Diesel Particulate Filter is Full Continue Driving Displayed on DIC, DTC P2463 May Be Set

Models: 2021-2024 Cadillac Escalade Models
2007-2009 Chevrolet Kodiak
2010-2022 Chevrolet Express
2014-2015 Chevrolet Cruze
2016-2022 Chevrolet Colorado
2017-2019 Chevrolet Cruze
2018-2019 Chevrolet Equinox
2010-2018 Chevrolet Silverado
2019-2024 Chevrolet Silverado 1500
2019-2024 Chevrolet Silverado 2500/3500
2019-2023 Silverado 4500HD, 5500HD and 6500HD
2021-2024 Chevrolet Suburban
2021-2024 Chevrolet Tahoe
2007-2009 GMC TopKick
2010-2016 GMC Sierra
2010-2022 GMC Savana
2016-2022 GMC Canyon
2018-2019 GMC Terrain
2010-2018 GMC Sierra
2019-2024 GMC Sierra 1500
2019-2024 GMC Sierra 2500/3500
2021-2024 GMC Yukon Models
All Equipped with Diesel Engine (RPO L5P, LML, LGH, LUZ, LWN, LH7, L5D, LM2 or LZ0).

Attention: This bulletin also applies to any of the above models that may be North America Export vehicles to Russia, Middle East, Iraq, Israel, Palestine, Chile, Colombia, Ecuador, Venezuela, Japan, Thailand, Singapore, Other Africa and South Africa, Europe.

This bulletin has been revised to add 2024 Model Year. Please discard Corporate Bulletin Number 10-06-05-002L.

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.

Depending on the Model, Model Year of the vehicle and the Diesel Engine, one of the following messages will be displayed in the driver information center (DIC) when a diesel particulate filter (DPF) cleaning is required:

- "CLEAN EXHAUST FILTER SEE OWNERS MANUAL NOW"
- "CLEANING EXHAUST FILTER KEEP DRIVING UNTIL MESSAGE IS CLEARED"
- "CLEANING EXHAUST FILTER CONTINUE DRIVING"
- "DIESEL PARTIC FILTER IS FULL CONTINUE DRIVING"
- "DIESEL PARTIC (Particulate) FILTER IS FULL CONTINUED DRIVING MANDATORY"
- Either DIC message may be accompanied by DTC P2463.

The DPF will clean itself as part of normal operation. Several factors including fuel consumed, hours of engine operation and miles driven are monitored by the engine control module (ECM). The self-cleaning occurs approximately once per tank of fuel. Under certain driving conditions, such as extended idling, stop-and-go traffic, etc., the DPF cannot clean itself.

Notice: Instruct the customer that in order for the filter to clean itself, the vehicle must be driven above 50 km/h (30 mph) until the message clears.

- ⇒ If the customer continues to drive with the DPF warning message displayed and the exhaust filter is not cleaned as required, the malfunction indicator lamp will illuminate and the ENGINE POWER IS REDUCED message will display and dealer service will be necessary.

Messages Displayed in the Driver Information Center (DIC) When DPF Cleaning is Required

If any of the messages appear on the driver information center (DIC), then a DPF cleaning (regeneration) is required. These messages are displayed to NOTIFY the DRIVER that the status of the vehicle has changed

and ACTION is required by the DRIVER to correct the condition. The messages are not a one-time display and will occur periodically through the lifetime of the vehicle when a DPF regeneration is required based on engine run time, fuel consumed and distance traveled since the last DPF regeneration.

1. Perform the Diagnostic System Check - Vehicle.
2. Is DTC P2463 set?
 - ⇒ If DTC P2463 is set, refer to Diagnostic Trouble Code (DTC) List - Vehicle in SI. After following the diagnostic procedure, return to this bulletin and PROCEED to Step 3.
 - ⇒ If DTC P2463 is not set, then proceed to Step 3 and inform the customer as indicated.

Notice: ADVISE THE CUSTOMER ABOUT ALL OF THE FOLLOWING INFORMATION:

3. The importance of the message and responding to it immediately. Clearing the message will only make the message disappear temporarily and not correct the condition.
4. Guide the customer to their Owners Manual or Diesel Engine Supplement and review the information titled: "Diesel Particulate Filter", in order to familiarize them with the operation of the system.
5. Extended idle time MUST be avoided while the message is displayed because the DPF system is not capable of self cleaning at idle.
6. Instruct the customer that the most efficient way to clean the filter is to DRIVE the vehicle at more than 50 km/h (30 mph) UNTIL the warning message goes OFF.
7. Ignoring the message and continuing to drive with the warning message ON and the exhaust filter not being cleaned as required will eventually result in the following:
 - 7.1. The malfunction indicator lamp (MIL) will illuminate at which point the DPF warning message will be displayed and a chime will also sound.
 - 7.2. Diagnostic Trouble Code DTC P2463 will be set as a result of excessive soot loading in the DPF.
 - 7.3. The Engine Power Is Reduced message will be displayed. The engine WILL operate in reduced engine power when this occurs.
 - 7.4. Once this occurs, self cleaning of the DPF is no longer possible and dealer service will be necessary.
 - 7.5. Possible irreversible damage to the DPF may occur, requiring repair or replacement.