

Service Update

N212342980 Diesel Exhaust Fluid (DEF) Tank Harness Connector Terminal Overheat / Arcing



Release Date: February 2022

Revision: 01

Revision Description: This bulletin has been revised to update the warranty period. Please discard all copies of bulletin N212342980.

Attention: This service update includes vehicles in dealer inventory and customer vehicles that return to the dealership for any reason. This bulletin will expire at the end of the involved vehicle's Emission Limited Warranty period.

Make	Model	Model Year		RPO	Description
		From	To		
Chevrolet	Silverado 2500HD/3500HD	2020	2021	L5P	6.6L Diesel Engine
GMC	Sierra 2500HD/3500HD				

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 2020-2021 model year Chevrolet Silverado 2500HD/3500HD and GMC Sierra 2500HD/3500HD vehicles equipped with a 6.6L diesel engine (RPO L5P), the DEF tank connector may overheat and set the following diagnostic codes (P10D9, P143C and P10F3), which will result in reduced engine speed.
Correction	Dealers are to reprogram the reductant control module.

Parts

No parts are required for this repair.

Warranty Information

Labor Operation	Description	Labor Time	Trans. Type	Net Item
9105960*	Verified Module Software or Calibration Level: Module Is Programmed with Same Level Software or Calibration	0.2	ZFAT	N/A
9105961*	Reductant Control Module Reprogramming with SPS	0.3		

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

- The Warranty Claim Code must be accurately entered in the "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 "Warranty Claim Code" field of the transaction, otherwise the transaction will reject. It is best practice to enter the FINAL code provided by SPS/SPS2.

Warranty Claim Code Information Retrieval

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

1. Open TIS/TLC on the computer used to program the vehicle.
2. Select and start SPS/SPS2.
3. Select Settings.
4. Select the Warranty Claim Code tab.

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

Caution: Before downloading the update files, be sure the computer is connected to the internet through a network cable (hardwired). DO NOT DOWNLOAD or install the files wirelessly. If there is an interruption during programming, programming failure or control module damage may occur.

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.

Service Update

N212342980 Diesel Exhaust Fluid (DEF) Tank Harness Connector Terminal Overheat / Arcing



- 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.
- Follow the on-screen prompts regarding ignition power mode, but ensure that anything that drains excessive power (exterior lights, HVAC blower motor, etc) is off.
- Clear DTCs after programming is complete. Clearing powertrain DTCs will set the Inspection/Maintenance (I/M) system status indicators to NO.

Important: The service technician always needs to verify that the VIN displayed in the TLC left side drop down menu and the top center window match the VIN plate of the vehicle to be programmed prior to using Service Programming System 2 (SPS2) for programming or reprogramming a module.

- For the TLC application, service technicians need to always ensure that the power mode (ignition) is “ON” before reading the VIN from the vehicle’s VIN master module and that they do not select a VIN that is already in the TLC application memory from a previous vehicle.
- If the VIN that shows up in the TLC top center window after correctly reading the VIN from the vehicle does not match the VIN plate of the vehicle, manually type in the VIN characters from the vehicle VIN plate into the TLC top center window and use these for programming or reprogramming the subject module with the correct vehicle VIN and software and/or calibrations.
- The Engine Control Module (ECM) is the master module (for VIP vehicles) that TLC reads to determine the VIN of the vehicle. If the VIN read from the vehicle by TLC does not match the VIN plate of the vehicle, the ECM also needs to be reprogrammed with the correct VIN, software and calibrations that match the vehicle’s VIN plate.
- The Body Control Module (BCM) is the master module (for GEM vehicles) that TLC reads to determine the VIN of the vehicle. If the VIN read from the vehicle by TLC does not match the VIN plate of the vehicle, the BCM also needs to be reprogrammed with the correct VIN, software and calibrations that match the vehicle’s VIN plate.

Caution: Be sure the VIN selected in the drop-down menu (1) is the same as the vehicle connected (2) before beginning programming.

Service Update

N212342980 Diesel Exhaust Fluid (DEF) Tank Harness Connector Terminal Overheat / Arcing



Techline Connect

GM Techline Connect
Version: 1.8.0.2 Production

2021 • Chevrolet • Suburban - 4WD

Connect Vehicle

DASHBOARD GDS2 SI SPS2 Support RPO Search Service Manu

SPS2

Welcome to Service Programming System 2

VIN: 1GNSKGGK [redacted] 1

Model: Suburban - 4WD

Type: -

Make: Chevrolet

Year: 2021

Job Card: [input]

Diagnostic Tool Ready!
J2534

Selected Programming Process: Reprogram

Auto Detect New Vehicle Manually Enter Vehicle Auto Detect Tool

Java Version: 1.8.0_92 SPS2 Version: 2.8.5.5060 Windows Version: Windows 10

Print Settings

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Important: If the vehicle VIN DOES NOT match, the message below will be shown.

Warning

⚠ WARNING: You have selected a VIN different from the VIN read from the vehicle. Proceeding could lead to damaging the vehicle and/or safety concerns. Do you wish to proceed?

Yes Cancel

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Service Update

N212342980 Diesel Exhaust Fluid (DEF) Tank Harness Connector Terminal Overheat / Arcing



The screenshot shows the Techline Connect SPS2 Programming interface. A table lists controllers with columns for Controller, ID, and Current #. A dialog box is overlaid on the table with the following text:

M4521: You are attempting to reprogram with the same calibration.
Select OK to continue, Cancel to Stop!

Controller	ID	Current #
K17	1	84820771
K17	2	84820790
K17	3	84820797
K17	4	84820801
K17	5	84820808
K17	6	84820819
K17	7	84820825

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The screenshot shows the Service Programming System Summary screen. A table lists controllers with columns for Controller, Id, Current #, Selected #, and Description. A dialog box is overlaid on the table with the following text:

Service Programming System
M4521: You are attempting to reprogram with the same calibration.
Select OK to continue, Cancel to Stop!

Controller	Id	Current #	Selected #	Description
	1	84758789	84758789	
	2	84790857	84790857	
	4	84557555	84557555	
	5	84681582	84681582	
	7	84690692	84690692	
	8	84662691	84662691	
	9	84678464	84678464	

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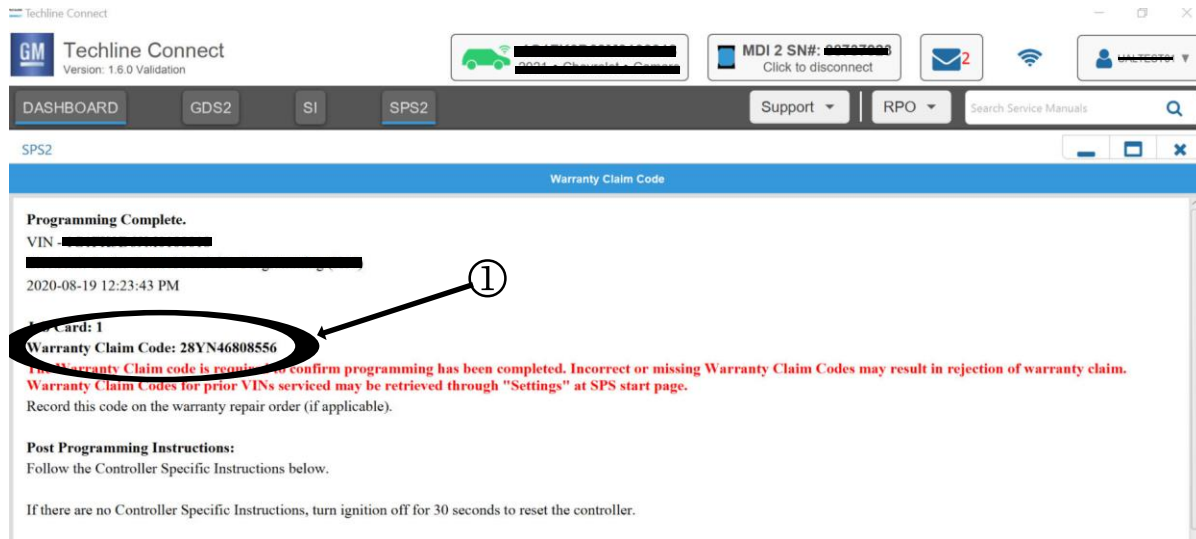
Important: Techline Connect and TIS2WEB screens shown above.

Important: If the same calibration/software warning is noted on the TLC or SPS Summary screen, 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.

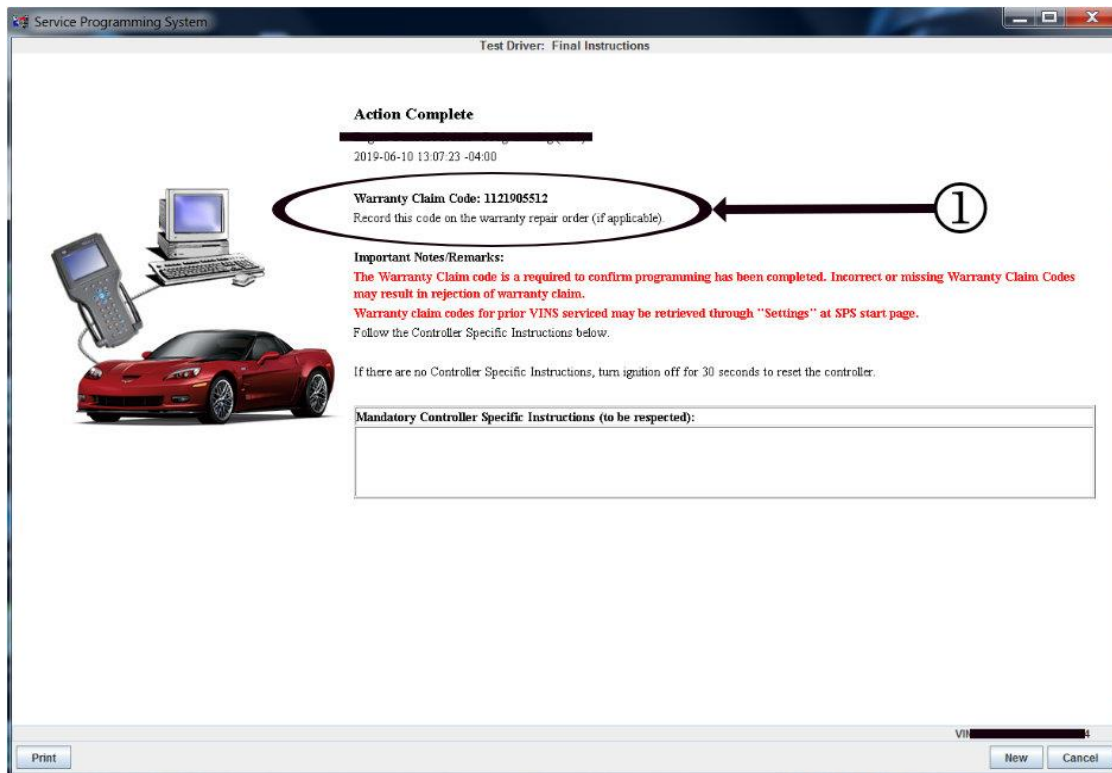
1. Reprogram the Reductant Control Module. Refer to *K115 Reductant Control Module: Programming and Setup* in SI.

Service Update

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Note: The screenshots above are an example of module programming and may not be indicative of the specific module that is being programmed. Module selection and VIN information have been blacked out.

Important: To avoid warranty transaction rejections, you **MUST** record the warranty claim code provided on the Warranty Claim Code (WCC) screen shown above on the job card. Refer to callout 1 above for the location of the WCC on the screen.

- Record SPS Warranty Claim Code on job card for warranty transaction submission.

Service Update

N212342980 Diesel Exhaust Fluid (DEF) Tank Harness Connector Terminal Overheat / Arcing



Dealer Responsibility

Whenever a vehicle subject to this service update enters your vehicle inventory or is in your facility for service in the future, and the vehicle is still covered under the Emission Limited Warranty, 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.

Dealer Reports

The Inventory tab of the Open Vehicle Report will contain Service Update Bulletin VINs that apply to this field action. This information is intended to assist dealers with the **PROMPT COMPLETION** of these vehicles. The Customer In-Service tab will not contain Service Update Bulletin VIN data because the intent of a Service Update Bulletin is to not inconvenience a customer with a special trip for service. Service Update Bulletins are to be completed when the customer is in for a regularly scheduled visit.



GLOBAL SAFETY FIELD INVESTIGATIONS
DCS6045
URGENT - DISTRIBUTE IMMEDIATELY

Date: February 4, 2022

Subject: REVISION – N212342980-01 – Service Update
Diesel Exhaust Fluid (DEF) Tank Harness Connector Terminal
Overheat / Arcing
Update to Warranty Period

Models: 2020-2021 Chevrolet Silverado 2500HD/3500 HD
2020-2021 GMC Sierra 2500HD/3500HD
Equipped with 6.6L Diesel Engine (RPO L5P)

To: All General Motors Dealers

This bulletin has been revised to update the warranty period. Please discard all copies of bulletin N212342980.

END OF MESSAGE
GLOBAL SAFETY FIELD INVESTIGATIONS