



# Service Bulletin

Bulletin No.: 19-NA-237

Date: January, 2022

## 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	2020	2022			LM2	
Chevrolet	Cruze	2014	2015			LUZ	
		2017	2019			LH7	
	Colorado	2016	2022			LH7	
	Equinox	2018	2019			LH7	
	Express	2010	2016			LGH	
		2017	2022			LWN	
	Silverado	2011	2016			LML	
		2017	2018			L5P	
	Silverado 1500 - 4WD (New Model, 12th VIN Digit = 7)	2019	2019			LM2	
	Silverado 1500	2020	2021				
	Silverado 1500 (LTD, RPO J21, 12th VIN Digit = 4 or less)	2022	2022				
	Silverado 1500 - 2WD (LTD, RPO J21, 12th VIN Digit = 4 or less)						
	Silverado 2500/3500	2019	2022			L5P	
	Silverado 4500HD, 5500HD and 6500HD	2019	2022			L5D	
	Silverado LD	2019	2019			L5P	
Suburban	2020	2022			LM2		
Tahoe	2020	2022			LM2		

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
GMC	Savana	2010	2016			LGH	
		2017	2022			LWN	
	Sierra	2011	2016			LML, LGH	
		2017	2018			L5P	
	Sierra 1500	2020	2021			LM2	
	Sierra 1500 (LTD, RPO J21, 12th VIN Digit = 4 or less)	2022	2022				
	Sierra 1500 - 2WD (LTD, RPO J21, 12th VIN Digit = 4 or less)						
	Sierra2500/3500	2019	2022			L5P	
	Sierra Limited	2019	2019			L5P	
	Yukon Models	2020	2022			LM2	

<b>Involved Region or Country</b>	North America
<b>Condition</b>	Some customers may comment on one or more of the following conditions: <ul style="list-style-type: none"> <li>Exhaust fluid quality poor message on the Driver Information Center (DIC).</li> <li>Diesel exhaust fluid warning lamp on.</li> <li>Other exhaust fluid quality related concerns.</li> </ul>
<b>Cause</b>	This condition may be caused by contamination in the diesel exhaust fluid (DEF) system and it's components.
<b>Correction</b>	<p><b>Note:</b> 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><b>Note:</b> 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**

Below are examples of DEF mixed with different sources of contamination.



Diesel Exhaust Fluid (DEF) mixed with Brake Fluid.



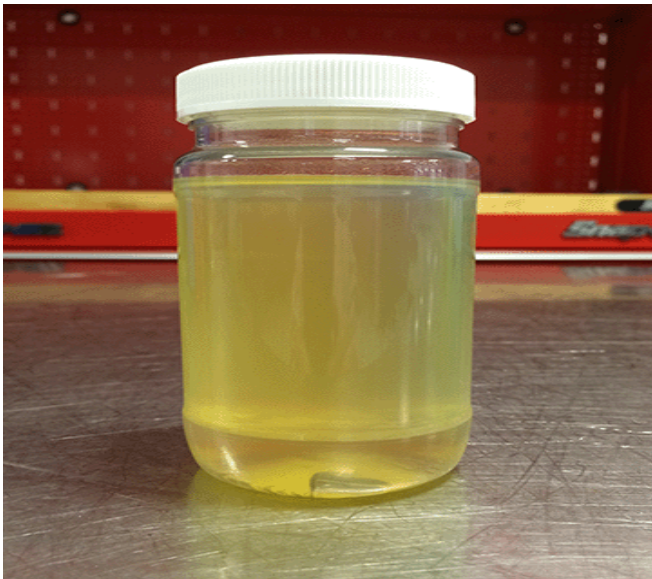
4373641



4373644

Diesel Exhaust Fluid (DEF) mixed with Engine Oil.

Diesel Exhaust Fluid (DEF) mixed with Dexcool.



4373642



4373645

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

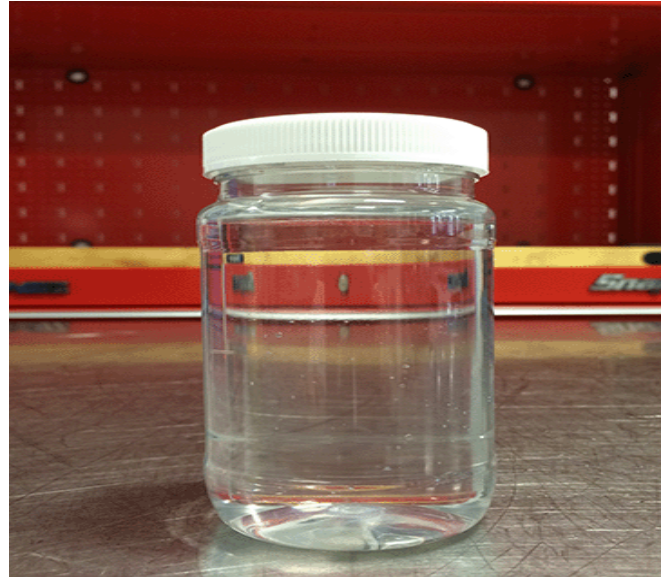
Diesel Exhaust Fluid (DEF) mixed with Diesel Fuel.



4373646

Diesel Exhaust Fluid (DEF) mixed with Transmission Fluid.

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



4373648

Diesel Exhaust Fluid (DEF) mixed with Water.



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	3
Modified	Released October 17, 2019 Revised October 27, 2020 - Added 2021 Model Year. Revised January 10, 2022 - Added 2022 Model Year.

GM bulletins are intended for use by professional technicians, NOT a "do-it-yourselfer". They are written to inform these technicians of conditions that may occur on some vehicles, or to provide information that could assist in the proper service of a vehicle. Properly trained technicians have the equipment, tools, safety instructions, and know-how to do a job properly and safely. If a condition is described, DO NOT assume that the bulletin applies to your vehicle, or that your vehicle will have that condition. See your GM dealer for information on whether your vehicle may benefit from the information.



WE SUPPORT VOLUNTARY  
TECHNICIAN  
CERTIFICATION