



Service Bulletin

File in Section: -

Bulletin No.: 16-NA-244

Date: August, 2016

INFORMATION

Subject: Information on Diesel Exhaust Fluid (DEF)

Brand:	Model:	Model Year:		VIN:		Engine:	Transmission:
		from	to	from	to		
Chevrolet	Express Van	2010	2016			6.6L Diesel (RPO LML, LGH)	
	Silverado	2011	2016				
GMC	Savana Van	2010	2016				
	Sierra 2500– 3500HD	2011	2016				

Involved Region or Country	North America and N.A. Export Regions
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General Information

Note: DEF usage will vary depending on: driving style, trailer towing, loaded vehicle weight, weather, idle time, PTO usage.

As a general rule, when the DIC shows a DEF level of anything except OK, you can add at least 2.5 gallons. The amount to add to top off will vary.

Diesel Exhaust Fluid (DEF) is required to maintain normal vehicle operation and emissions compliance. When filling the DEF tank, there may be a short delay before detecting the increased level of fluid and updating the Driver Information Center (DIC).

Diesel Exhaust Fluid (DEF) has a shelf life of 2 years. However, this can be reduced if the fluid is exposed to direct sunlight or above 30°C (86°F) for sustained periods. All DEF packaging should be labeled with a production date.

The Driver Information Center (DIC) will display a series of messages regarding the amount of DEF that is available. When mileage countdown is zero, the vehicle speed is reduced. Refer to Owners Manual.

Cold Weather Operation Information

DEF freezes when exposed to temperatures below -11°C (12°F). In cold conditions it is normal for DEF to freeze. The tank and delivery lines are heated to thaw frozen DEF. When filling the tank in cold conditions, the vehicle may not recognize the new level until the tank thaws. In certain cold conditions, it is possible to find some frozen DEF in the DEF fill pipe opening. If you are expecting to be in extremely cold areas, it is recommended to fill the tank prior to cold temperature exposure.

Version	1
Modified	

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.



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